

Bulletin #140187; 1/30/15

BASELINE HARDWARE MAINTENANCE & SUPPORT TECHNICIAN

Equipment Systems Specialist - Career, 140187

IT Infrastructure Services - Baseline Services, Hardware and Maintenance

Salary Range: \$3,388 -\$5,760/Monthly

Work Schedule: Full time, Monday - Friday, 8:00 am - 5:00 pm; non-exempt classification.

Essential Functions: Under the general supervision of the assistant director of Baseline Services, the incumbent delivers and sets-up baseline workstation equipment in computer classrooms, Open Access Labs (OALs), as well as faculty and administrative offices. The incumbent will: broadcast the software image to computer workstations; resolve hardware and software image problems; gather all asset management data, such as serial numbers and state asset numbers; perform DOD level format prior to surveying old computers; prepare and distribute instructional materials to end users; install, maintain and repair computing equipment; perform preventative maintenance; diagnose equipment malfunctions and perform corrective action; and assist with the supervision and work coordination of student assistants.

Required Qualifications & Experience: Bachelor's degree or education and experience equivalent to graduation from a four-year college or university in Computer Science, Computer Information Systems or related field; computer system certification from at least one major PC or Mac Manufacturer; and a valid California State Driver's license. Three years of full-time experience that has provided: hands-on computer troubleshooting and repairing experience; installation and testing of hardware, operating system, and application software. Must possess: thorough knowledge of PC, Macintosh, Mobile devices, laptops, printers, computer peripheral and security devices; thorough knowledge of MS Windows, Office, Access, Project, Visio, and workstation security; working knowledge of: LAN system configuration, protocols and/or transmission media; operating software and hardware interaction for problem identification; device drivers, interrupts, and DMA channels; DHCP, TCP/IP and MS Networking; and data cleaning devices and software. Knowledge of: safety codes and standards that apply to work environment and equipment; and technical security procedures and best practices related to ITS systems and media equipment including data projectors and DVDs/VCRs. Ability to: organize projects and oversee tasks that can be completed simultaneously or sequentially; organize paperwork efficiently;

use small hand tools; think creatively; and handle multiple projects without loss of work quality. Fingerprints will be taken and checked by the California Department of Justice and the FBI.

Special Desired Qualifications: Experience working in a higher education environment and knowledge of DSS software suite and Altiris software.

Closing Date: Review of applications will begin on February 13, 2015 and will continue until the position is filled; however, the position may close when an adequate number of qualified applications are received. A COMPLETED ON-LINE CSULA EMPLOYMENT APPLICATION IS REQUIRED. RESUMES WILL NOT BE ACCEPTED IN LIEU OF A COMPLETED APPLICATION.

The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

In addition to meeting fully its obligations under federal and state law, California State University, Los Angeles is committed to creating a community in which a diverse population can live and work in an atmosphere of tolerance, civility and respect for the rights and sensibilities of each individual. To that end, all qualified individuals will receive equal consideration without regard to economic status, race, ethnicity, color, religion, national origin or cultural background, political views, sex or sexual orientation, gender, or other personal characteristics or beliefs.

Candidates must demonstrate ability and/or interest in working in a multicultural/multiethnic environment. Certain positions require fingerprinting. The University actively encourages qualified minorities, women and persons with a disability to apply. Upon request, reasonable accommodation will be provided to individuals with protected disabilities to (a) complete the employment process and (b) perform essential job functions when this does not cause an undue hardship. We are an Equal Opportunity/Title IX Employer.

To obtain employment information for the impaired call:

TDD Line (323) 343-3670

24-hour Dial-A-Job Line (323) 343-3678