

Cal Poly Humboldt Sponsored Programs Foundation

Job Announcement

This is not a state position

Job Title:	Desktop Technical Support Specialist
Location:	Eureka, CA
Hours:	Full time, Non-Exempt, 12-month position.
Wage:	\$20.00-30.00/hour; depending on experience
Project Name:	ADV Initiatives Research Trust (T8093)
Supervisor:	Director of Customer Care

Position Summary: This is a technical support specialist position within the Customer Care Team of Information Technology Services (ITS); reporting to the Lead of the Desktop Support Team within Customer Care. The Technical Support Specialist provides advanced skills in helping faculty, staff, and students to obtain optimal, efficient, and secure use of computers and information systems. Currently, this position will telecommute based on HSU Protocols related to COVID-19, with an expectation to return to in-person work both on and off-campus as guidelines allow.

Essential job functions:

- Support computing equipment at several remote sites
- Install, configure, and support software and hardware for desktop and laptop computers and related devices, maintaining good inventory records
- Troubleshoot problems via phone, email, remote control software, and on-site visits to give exceptional customer support
- Perform diverse and wide-ranging tasks such as software and hardware diagnostics, printer installation and configuration, upgrades
- Implement process improvements that increase efficiencies and standardize the use of technology in our remote sites
- Consult with remote site users and provide training on software use:
- Check in with users on a regular basis to determine if their equipment and systems are working properly and meet their needs
- Train peers, staff and job seekers on Windows and Macintosh computer and software use
- Explore whether there may be technology solutions to roadblocks or challenges they are facing
- Assess the business need behind a user's request and provide advice about the best technology solutions for known needs
- Support the use of central and off-campus computer systems and technology infrastructure
- Support customized computer processes developed by programmers

- Collaborate with other ITS staff: Collaborate in a courteous, flexible and open manner with other ITS staff, campus and remote site users through frequent team contact and mutual support, excellent communication and responsiveness
- Provide input and feedback in order to improve service, including collaborating with other ITS staff to create documentation for ITS services
- Research and implement productive solutions to new functional requirements and/or resource constraints
- Participate in team planning sessions
- Other duties as assigned.

Minimum Qualifications: A Bachelor's degree and foundation of knowledge and skills in technical information systems. Three years of full-time professional experience providing information technology user support preferred. Additional relevant experience can be substituted for equivalent education on a year for year basis.

Knowledge, special skills and abilities required:

- Excellent interpersonal skills with a customer service orientation and ability to work with a positive attitude as a flexible, collaborative, and supportive team member, while excelling in a fast-paced service environment
- Ability to independently and effectively prioritize and handle multiple responsibilities, and follow through on tasks
- Intellectual flexibility, technical curiosity and a sense of humor, including an ability to learn independently
- Experience with a ticketing system for request assignment, tracking, escalation, and reporting
- Knowledge of applying diagnostics techniques for problem solving and troubleshooting; systematic troubleshooting paradigm
- Experience installing and configuring Windows/Macintosh systems, and applications in a managed, networked computing environment
- Experience installing virus protection and spy-ware removal software applications.
- Experience with security and registry configuration changes
- Experience with installing, configuring, and supporting mobile computing solutions on various platforms
- Advanced knowledge of multiple software application packages such as MS Office (Word, Excel, PowerPoint, Outlook, Access), Adobe Acrobat Professional, Antivirus, and GSuite for Education
- Working knowledge of Active Directory environment
- Knowledge of Apple 10.x Operating Systems
- Advanced knowledge of current Microsoft Operating Systems
- Experience with managing desktop computers with tools such as SCCM and JAMF Pro
- Experience with providing technical support for online workshops and events
- Ability to provide software training to people with limited computer knowledge

Equipment used in the performance of the assignment: Desktop and laptop computers, desktop and networked printers, and related devices.

Specific physical and/or environmental working conditions that relate to the essential job functions of the position: Must be able to lift a minimum of 25 pounds from floor to waist, negotiate stairs while hauling equipment, work in cramped equipment/cable areas, tolerate long periods of walking, kneeling or stooping, and work with hand tools to repair/replace small components.

Application Instructions:

Application Procedure: Qualified applicants should submit the following via email to connie.stewart@humboldt.edu

1. Cover Letter
2. Résumé
3. Three professional reference contacts
4. [HSU SPF Self-Identification Form for Job Applicants](#)

If you have any questions regarding this position contact Connie Stewart at (707) 826-3402.

Application review date: Wednesday, March 22, 2022; open until filled.

Humboldt State University Sponsored Programs Foundation is an Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status. More information about HSU SPF's Equal Employment Opportunity hiring can be [found here](#).

For assistance with the application process, please submit an Accommodation Request Form, which can be [found here](#) or contact ADA Coordinator at 707.826.3626 or confidential fax at 707.826.3625. For more information regarding accommodation, you may also visit the HSU Human Resources website at <http://www.humboldt.edu/huhr>. Individuals in need of a telecommunications relay service may contact the California Relay Service at 877.735.2929 TTY.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered this position within HSU SPF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current HSU SPF employees who apply for this position