UNIVERSITY OF CALIFORNIA, RIVERSIDE
INVITES APPLICATIONS FOR THE POSITION OF

DESKTOP SUPPORT TECHNICIAN

About UC Riverside:
In the Heart of Inland Southern California, UC Riverside is located on nearly 1,200 acres near Box Springs Mountain in Southern California; the park-like campus provides convenient access to the vibrant and growing Inland region. The campus is a living laboratory for the exploration of issues critical to growing communities’ air, water, energy, transportation, politics, the arts, history and culture. UCR gives every student the resources to explore, engage, imagine and excel.

At UC Riverside we celebrate diversity and are proud of our #8 ranking among the nation for most diverse universities (US News and World Report 2012-13). Become part of a place that fosters success for all its constituents, students, faculty, and staff, and where work/life balance and campus culture are integral to our way of life.

UCR is ranked 46th among top public universities (US News and World Report 2012-13) and is an Equal Opportunity and Affirmative Action Employer with a strong institutional commitment to the achievement of excellence and diversity among its faculty and staff.

About BAS IT Services Department:
The BAS IT Services Department is committed to providing a range of services that support the activities of Finance and Business Operations. These services include IT and project management, systems analysis and design, application and web development, server and security administration, and desktop support. The projects, systems, and applications FBO IT manages range from department specific to campus wide. The department consists of 11 information technology and business professionals that support 9 divisions, 32 departments, and over 600 people.

Essential Functions:
Under the close supervision of the Operations Supervisor, the Desktop Support Technician will provide desktop support services to the Business and Administrative Services unit. The Desktop Support Technician is responsible for PC hardware repairs; PC operating system installation and configuration; desktop applications; connections to PC peripherals and networks; and performing various technical duties, maintenance and troubleshooting repairs to microcomputers and peripheral equipment.

Key Responsibilities include:
- Support users by assisting with procedural or minor technical problems pertaining to email, software applications and hardware peripherals.
- Perform system analysis for routine desktop software problems or general application programs by troubleshooting, installing or assisting via telephone, email, or in person.
- Train users by instructing them on the technical aspects and use of standard software packages and/or hardware peripherals.
- Assist in maintaining program libraries, users’ manuals, or technical documentation.
- Maintain computer operating systems, networks, and servers by:
  - Troubleshooting, archiving, and backing up hardware and software
  - Aiding the support of computer systems and user accounts
  - Installing and upgrading operating systems to existing machines and services
  - Administering the local server, LAN, and related connections
  - Configuring network interfaces and devices
Key Responsibilities continued:
• Sustain the currency of the operating systems and virus protection by ensuring patches and updates are made to support software for performance and systems from intruder and virus activity.
• Provide system operations by monitoring system performance and server data communications, and responding to messages from application programs and software.
• Support a multi-user and network environment by configuring shared data and hardware peripherals, and establishing user access privileges.
• Perform a variety of technical duties by supporting personal computer hardware and software problems, malfunctions and formulating solutions.
• Troubleshoot and perform repairs on PCs, printers, and related computer equipment by coordinating equipment repairs and preventive maintenance schedules.
• Install new microcomputer software releases and/or associated hardware peripherals, and perform tests to determine proper functioning of newly installed applications and/or associated hardware.

Minimum Requirements:
Education and Experience: Bachelor's degree in a related field and one (1) year of recent, related experience providing desktop support/helpdesk services, or equivalent combination of education and experience.
Experience with web application tools and various software used to support computer operation and management; network systems and protocols, hardware, third party applications, and system administration tools; supporting PC users within a network environment; and installing and replacing basic PC hardware and peripherals.
Knowledge of computer security protocols and virus protection issues; and basic PC hardware and peripherals.
Skill in evaluating and analyzing general concepts or knowledge of past discrepancies, trends, and relationships, and applying the concepts appropriately, and creating documentation and reports using Word, Access, Excel, Visio, and other Microsoft software applications.
Ability to effectively and professionally communicate with assigned customers by using tact and diplomacy; and work independently on assigned tasks and complete activities within established time periods.

Preferred Qualifications:
Computer industry certifications such as A+, Network+, Security+, MCSE, MCSD.

Conditions of Employment:
This is a full-time career position. The standard work schedule is Monday - Friday, 8:00 a.m. to 5:00 p.m. Incumbents must possess a valid California driver’s license and overtime may be required. The budgeted annual starting salary range for this position is $40,159 - $61,230. All UCR employees are required, as a condition of employment, to successfully complete a background investigation through the U.S. Dept. of Justice.

Benefits of Belonging:
We offer a comprehensive compensation and benefits package. For information about our generous employee benefits package, visit: http://atyourservice.ucop.edu/employees/new_employee/orientation.html

Application Instructions:
To apply for this position, please click the HR JOBS link at the bottom of this page, if you are viewing this flier on the UCR Business and Administrative Services website. You may also apply for this position by visiting our website http://jobs.ucr.edu and selecting the browse jobs link. The Desktop Support Technician position number is 201502112622. Filing Date: Open until filled.