Position Summary

Employee Details

Employee First Name:

Employee Last Name: Open Position

Employee ID:

Classification

Payroll Title: PROGRAMMER III UCD

Payroll Title Code: 7285

Job Group: B11

Overtime Eligible:
(FLSA)   Non-Exempt

Employee Relations Unit:
(Bargaining Unit)   99

Representation: Uncovered

Salary Grade: 3

Position Description

Position Number:
(Assigned when added to Library)   02014632

Dept: INFO SYSTEMS & SVCS - RESEARCH - 061200

Position: DESKTOP SUPPORT/JUNIOR SYSTEM ADMINISTRATOR

HEERA/Union Representation: This position is not represented by a collective bargaining unit

IMMEDIATE SUPERVISOR

Supervisor Name: Hai Nguyen

Supervisor Payroll Title: Programmer 6, Supervisor

Supervisor Phone Number: 207-3716

POSITION DETAILS

Job Summary: Under general supervision of the Office of Research (OR) IT Operations Manager, act as part of a help desk team providing first-tier support for applications administration to over one hundred and seventy OR staff located on and off campus.

Purchase, install, configure, tune, upgrade, maintain and provide general support of application systems. Plan, design, test, debug, implement, maintain, secure, troubleshoot, and document systems, programs and Websites in accordance with client and/or department timelines, standards, and guidelines.

Report, research, troubleshoot, and resolve problems and support requests for Windows and Macintosh computer systems, data network infrastructure services, websites and their associated software and hardware. Perform long-range planning, research of system hardware and software, and computer security consulting, implementation, and investigation pursuant to the UC Davis Cyber-Safety Program.

Purchase IT related software and hardware, and maintain and update the hardware inventory. Serve as back-up support for the Network and System Administrator.

Campus Job Scope:

Department Specific Job Scope:

Positions Supervised: N/A

Essential Responsibilities: 60% DESKTOP SUPPORT
Participate in maintaining approximately one hundred & seventy plus (170+) business desktop & laptop computers located in several locations on & off campus. Provide first-tier computer, network & client support services for University staff, faculty, students & clients via telephone & email. Provide other similar technical support services assigned by the supervisor or other designated managerial staff.

25% SYSTEM ADMINISTRATION
Monitor network & system operations & security safeguards in an ongoing & reliable manner utilizing fail-safe methodologies. Provide security safeguards & user privileges which best meet the business needs of the organization while complying with the UC Davis Cyber-Safety Program. Participate in the planning & security review of network & computing. Review proposed technology & information systems policies & plans, & analyze & report their impact on existing operations. Maintain all records related to user accounts, directory structures, disaster recovery plans, applications administration procedures, incident handling response plan, & Cyber-Safety Program compliance. In accordance with department timelines, standards, policies, procedures & guidelines, plan, design, write, edit, & maintain support/incident response. Participate in meetings & ad hoc workgroups by providing technical leadership & advice to the department through campus & University-wide technology committees. Report, research, troubleshoot, & resolve problems & support requests for Windows & Mac computer systems, network infrastructure services & their associated software & hardware. Install service packs, update application & security software, routine network maintenance, & test backup & restore procedures. Troubleshoot & resolve operational problems with the network computers & server software. Occasionally, coordinate with the campus Information & Educational Technology division & other units on matters related to the OR's network connection to campus systems, installation of NAMs, electrical power, E-Mail services. Maintain network & desktop printers, scanners, & other peripheral devices. Assist in the deployment & management of Group Policies.
Install, upgrade & test new hardware & software on servers. Manage domain & desktop user accounts, system maintenance, backups & disaster recovery, security, & troubleshooting & repairing networking issues.

15% OTHER DUTIES
Research, provide recommendations, & apply new skills & technologies as appropriate in consultation with the OR IT Operations Manager. Research, analyze, & recommend changes in hardware, software & network/system

configurations' specific components including operating system (Windows, Linux); databases (MySQL & MS SQL Server); utility servers (such as file, print, web, etc.). Research, learn, & document solutions for technical problems. Research & learn new technologies in order to support & advise clients.

Help develop & maintain an network operating manual which includes policies & procedures on: approved software & hardware; messaging/email services; user permissions & access to network systems; backup & restore of files; & disaster recovery; & other things related to network operations.

Work with management to develop a long-range computing & network upgrade schedule, & analyzes new technologies that could enhance or improve network operations.

Provide support for Data Center administrative functions, including but not limited to maintaining inventories through the UC Davis DaFIS CAMS system, answering telephones, purchasing supplies & equipment, & attending meetings.

Assist the department with special projects & handle short & long term assignments assigned related to desktop & IT operations.

Work in confined and/or limited areas while performing various software/hardware installations.

Safely maneuver equipment, supplies and work in an area where there may be constant distractions.

Lift equipment weighing up to 50 lbs.

Physical Demands:	Use a keyboard and computer equipment to enter and retrieve data computer for extended periods of time.

Reach and work with equipment mounted in computer racks and access equipment that may be located anywhere from the bottom (floor level) to the top of seven-foot high racks. Work with clients for extended periods of time.

Talk on the telephone and read LCD screens for extended periods of time.

Employee is personally responsible for following health and safety guidelines/instructions.

Work in environment with temperature, noise, and airflow parameters required for data center operations.

Work flexible schedule and occasional evenings, weekends and holidays, usually on short notice, based on workload demands to maintain systems, respond to service disruptions, and emergency outages.

Work Environment:	Due to the mission critical services provided by this department, this position will work alternate or extended hours as needed to meet peak workloads.

Travel to and from client sites on and off campus.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check Required: Yes

This position is a critical position and

subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity checks.

QUALIFICATIONS

Minimum Qualifications:	- Knowledge and experience with latest versions of various operating systems including Linux, Windows, and Mac OS including large installed base of windows and Linux servers; and installing, managing, and configuring latest versions of Windows Servers and Linux/Unix servers. - Experience administering, supporting, and troubleshooting security hardware and software implementations, including hardware firewalls (OpenBSD PF, Linux IPTables, Juniper Netscreen, SonicWall, Cisco PIX, etc.), VLAN management, patch auditing software, centralized antivirus management, intrusion detection systems, secure remote access technologies (VPN, etc.), secure authentication, secure authorization, and various other security hardware and software implementations. - Experience providing technical support for physical and logical disk management; data encryption; printer and other device drivers; peripheral connection technologies and devices that use USB, FireWire, serial, parallel, and SCSI; numerous email clients, web browsers, and software programs, packages; and root Microsoft Active Directory and Microsoft Exchange services, distributed web authentication, LDAP, computing account management, and other similar technologies. - Experience with patch auditing software, centralized antivirus management, intrusion detection systems, secure remote access technologies, secure authentication, secure authorization, and various other security hardware and software implementations. - Experience writing administrative scripts, utilities and programs for various purposes including automating system maintenance and configuration of the computer system, using C / KSH / BASH, VBS/WSH, awk, sed, scheduled tasks and cron jobs. -Experience with backup and recovery systems, performance tuning, and performing scheduled maintenance activities.
Preferred Qualifications:	- Experience working in a project focused environment, working on projects of various sizes, and delivering objects on time, within budget, and with a high degree of quality. - Experience developing, implementing, and maintaining procedures for manual and automatic back-up of network data and programs; writing procedure manuals, user guidelines and training materials; and determining the effects of program modifications on highly integrated systems. - Knowledge of messaging and collaborative computing services including SMTP, POP, Internet, and Microsoft Exchange. - Knowledge of the Administrative Computing Policy and campus standards for the development of information systems. - Knowledge of relational database systems utilized in a network environment (e.g., MySQL, MS SQL Server and Oracle) and database replication, backup, recovery, and optimization techniques.

- Knowledge of configuring, administering, debugging and support for Enterprise Tomcat and Java application services.

- Knowledge of version control tools and practices (e.g., SVN, CVS, RCS, PVCS), and maintaining monitoring systems (e.g., Nagios, Zenoss, Cacti, MRTG); and virtualization (e.g., VMWare, MS Hyper-V).

- Knowledge and skills using web-based programming and applications/tools such as, HTML, XML, Active Server Pages (ASP), MySQL, and Java.

- Experience using and maintaining a Windows 2008 R2 Server network to provide file, print, messaging, and backup services; using MS Exchange to set-up and manage user accounts; and using TCP/IP (configuration, troubleshooting, etc.), and network applications (e.g. FTP).

- Experience with latest Microsoft Office environment.

- Skills install, operate, and troubleshoot peripheral devices including printers, scanners, tape drives, zip drives, and other standard devices.

- Customer service skills to follow through on customer requests to resolved problems and answer questions; and interact with all levels of faculty, staff, students, and consultants.

- Interpersonal and communication skills (oral, written, presentation, documentation) to effectively communicate with staff, collaborators and software users; to assimilate technical concepts, terms, and material on a technical level with other knowledgeable users; and in non-technical terms on technical issues.

SIGNATURES

_____   _____
Employee   **Date**
I have read this position description and understand its contents.

_____   _____
Supervisor   **Date**
This position description accurately describes the essential
responsibilities assigned to this position..

_____   _____
Department Head   **Date**
This position description accurately describes the essential
responsibilities assigned to this position..