

Posting Preview

Job Requisition	
Requisition Number:	03022898
Recruitment Open To:	UCD/UCDHS Employees and General Public
For Full Consideration Apply By:	01-07-2019
Closing Date:	
Position:	DESKTOP SUPPORT/JUNIOR SYSTEM ADMINISTRATOR
Payroll Title	BUS TCHL SUPP ANL 2
Number of Positions:	1
Salary:	\$20.64 - \$42.29/HR
Appointment Type:	Career
Appointment Description:	100% Fixed; Monday - Friday; 8:00am to 5:00pm
Overtime Eligible: (FLSA)	Non-Exempt
Union/HEERA Representation:	
Department:	INFO SYSTEMS & SVCS - RESEARCH - 061200
Department Description:	
Location:	Davis
Position Details	
Job Summary:	<p>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.</p> <p>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.</p> <p>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.</p> <p>Purchase IT related software and hardware, and maintain and update the hardware inventory. Serve as back-up support for the Network and System Administrator.</p> <p>Work in confined and/or limited areas while performing various software/hardware installations.</p>

Physical Demands:	<p>Safely maneuver equipment, supplies and work in an area where there may be constant distractions.</p> <p>Lift equipment weighing up to 50 lbs.</p> <p>Use a keyboard and computer equipment to enter and retrieve data computer for extended periods of time.</p> <p>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.</p> <p>Talk on the telephone and read LCD screens for extended periods of time.</p>
Work Environment:	<p>Employee is personally responsible for following health and safety guidelines/instructions.</p> <p>Required to wear protective clothing and respirator in circumstances that require personal protection from infectious disease.</p> <p>May use protective equipment such as safety glasses, shoes, clothing, gloves, etc.</p> <p>May work in a dusty and odorous environment created by the nature of various animal species and their related needs; work with dander and hay.</p> <p>Position may, at times, require employee to work with or be in areas where hazardous materials and/or infectious diseases are present.</p> <p>Work in environment with temperature, noise, and airflow parameters required for data center operations.</p> <p>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.</p> <p>Due to the mission critical services provided by this department, this position will work alternate or extended hours as needed to meet peak workloads.</p> <p>Travel to and from client sites on and off campus.</p> <p>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.</p>
Qualifications	
	<ul style="list-style-type: none"> - 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 developing and maintaining Microsoft Access databases, Adobe Cold Fusion applications, and FileMaker Pro. - 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

Minimum Qualifications:

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

	<p>printers, scanners, tape drives, zip drives, and other standard devices.</p> <ul style="list-style-type: none">- 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.
Search Category:	All Jobs
Background Check:	Yes