Network Service Administrator (7358C) Berkeley IT, 70501
University of California, Berkeley

Job Title	Network Service Administrator (7358C) Berkeley IT, 70501
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 28, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
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Job Description	

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At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our Guiding Values and Principles, our Principles of Community, and our Strategic Plan.

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Network Services and Operations Team is a part of Berkeley IT's Campus IT Infrastructure Department that empowers students, faculty and staff by providing them with access to the tools, resources and information they need. We do this by implementing, managing and maintaining services such as Internet connectivity, Wi-Fi throughout campus and high speed connectivity to support research.

Berkeley IT believes in and fosters a workplace environment where people can bring their diverse skills, perspectives and experiences toward achieving our goals through a process of critical inquiry, discovery, innovation, while simultaneously committing to making positive contributions towards the betterment of our world.

In addition, members of the Berkeley IT community have created and endorse the following values for our organization to augment and amplify the campus principles:

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We champion diversity.

We act with integrity.

We deliver.

We innovate.

Diversity, Inclusion, and Belonging are more than just suggestions for us. They are the guiding principles underlying how we come together, develop leaders at all levels of the organization, and create an environment that unites us. We affirm the dignity of all individuals, call upon our leaders to address critical issues with integrity and intention, respect our differences as well as our commonalities, and strive to uphold a just community free from discrimination and hate.

Application Review Date

The First Review Date for this job is: July 8, 2024

Responsibilities

- Provides escalated, broad technical support. Troubleshoots, resolves or appropriately triages moderately complex network connectivity issues. Consults with users to assess and implement DNS, DHCP and other network connection configurations. Creates and oversees creation of complex technical documentation. Develops and / or provides training as needed based on consultation with users and understanding of technology including one-on-one and small group training, FAQs, knowledge-based entries organizational-wide and job aids to assist users electronically. Coordinates troubleshooting and resolution of issues with other support organizations.
- Tests hardware, software and configurations and analyzes / summarizes reports of results, drawing conclusions and making recommendations. Supports enterprise / organizational-wide DNS and DHCP systems and analyzes system dependencies to resolve computing problems. Provides systems analysis support to clients. Analyzes and determines computing needs and makes recommendations on appropriate tools and configurations (hardware, software, peripherals).
- Tests systems and updates internal documentation. May provide input to system redesign or development efforts based on user needs.
- Responds to DNS, DHCP and IP address allocation service requests. Escalates more complex requests appropriately. Configures DNS and DHCP systems based on analysis of user

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requirements and requests.
- Participates in appropriate professional development opportunities.

Required Qualifications

- Experience conducting escalated, broad technical support including hardware and software tests, analyzing test results and producing reports of conclusions and recommendations.
- Experience in use and knowledge of networking protocols such as DHCP, TCP / IP, etc.
- Requires interpersonal skills in order to work with both technical and non-technical personnel at various levels in the organization.
- Experience developing and administering formal technical training to users at a variety of levels.
- Ability to elicit and communicate technical and non-technical information in a clear and concise manner.
- Demonstrates problem-solving skills. Working knowledge of desktop and business / technical support systems.
- Demonstrated judgment to delegate / escalate issues appropriately.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Demonstrated skill at project management processes.
- Experience conducting hardware and software tests, analyzing test results and producing reports of conclusions and recommendations.
- Extensive experience in use and knowledge of networking protocols such as DNS, DHCP, TCP / IP, etc.
- In-depth understanding of divisional or institutional business processes to provide the highest level of support.
- Experience at providing technical and administrative work direction.
- Experience in use and knowledge of complex scripting languages.
- Demonstrated ability to configure and customize moderately complex software.
- Advanced skill at creating technical documentation for complex processes and applications.
- In-depth knowledge of server internals, especially as needed for troubleshooting and isolating issues.
- Broad knowledge of IT-related products and services.
- General knowledge of other areas of IT.
- Demonstrated skill in configuring, troubleshooting and supporting end user client systems

including desktop, laptop and mobile computing devices.
- Working knowledge of enterprise system functions, dependencies and interactions and ability to use this information to troubleshoot.
- Thorough knowledge of the unit's business processes.
- Working knowledge of organization computer requirements, recommendations and policies including security standards.

Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for full UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's Compensation & Benefits website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary or hourly range that the University reasonably expects to pay for this position is **$70,969.56-$100,244.16. The final salary offer will be commensurate with experience.**

How to Apply

To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.
- This is a full remote position with up to 100% remote work eligibility.
- This position is governed by the terms and conditions in the agreement for the Technical Unit (TX) between the University of California and the University Professional and Technical

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Employees (UPTE). The current bargaining agreement manual can be found at: http://ucnet.universityofcalifornia.edu/labor/bargaining-units/tx/index.html

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the U.S. Equal Employment Opportunity Commission poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California Discrimination, Harassment, and Affirmative Action in the Workplace policy.
Referral Source info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "*UCB Employee*". Then enter the employee's **Name** and **Berkeley email** address in the **Specific Referral Source** field. Please enter only one name and email.

To apply, visit
https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A
University of California, Berkeley

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