

Device Support Analyst (7359C), IT Client Services -
68881
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=238817>

Downloaded On: Aug. 10, 2024 11:22am

Posted Jul. 29, 2024, set to expire Nov. 4, 2024

Job Title	Device Support Analyst (7359C), IT Client Services - 68881
Department	IT Client Services
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 29, 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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About Berkeley

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

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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

IT Client Services provides IT support to the vast majority of staff and faculty at UC Berkeley. Our motto of "we are here to help" reflects one of our department's deepest values of customer service. Client services start with our Service Desk, the front door into Berkeley IT, and extend throughout our teams that provide desktop support, computer equipment purchasing, secure file share management, and to partner IT organizations.

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:

- We champion diversity.

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- 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.

Position Summary:

Provides day-to-day consultation, training, instruction, trouble-shooting, problem-solving to personal computer (including laptop) users. Handles incident resolution for hardware, software, network and related computer systems and peripheral devices. Installs and configures systems; recommends hardware and software acquisitions and upgrades. Fulfills Service Requests associated with campus computer systems and IT devices.

Responsibilities

- Applies customer service approach and professional business/technical support concepts to provide in-person or remote IT support to clients.
- Troubleshoots, resolves or appropriately triages moderately complex desktop, laptop, and device incidents; network connectivity issues; and other issues with related computer system and peripheral devices, software, and enterprise/campus-wide systems.
- Analyzes and diagnoses incidents, and recommends hardware repairs.
- Responds to security incidents related to IT devices and software.
- Locates devices triggering alerts, assesses and applies mitigations, and documents findings for investigation.
- Adheres to approved security procedures and processes.
- Works with customers and the Information Security Office to minimize security risk while limiting downtime.
- Provides feedback for IT security process improvement.
- Plans, implements, and documents hardware and software installations, upgrades, and other technical service requests for supported IT services.
- Analyzes and determines computing needs and makes recommendations on appropriate computing hardware (hardware, software, peripherals).

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- Consults with customers to assess and implement file structure needs and perform data migration.
- Supports project plan development and follows project plans.
- Reviews in-coming tickets, gathers and documents information from the customer, categorizes, and performs ticket assignments and connects clients to appropriate support groups for IT services and solutions.
- Tests hardware, software and configurations and analyzes results, drawing conclusions and reporting recommendations.
- Analyzes enterprise system dependencies to assist in the resolution of device issues and related IT service problems.
- Provides unit-level systems analysis and security recommendation to clients.
- Provides input to IT service redesign or development efforts based on customer needs.
- Acts as a customer support advocate, ensuring the voices of the campus community are heard by IT service owners.
- Documents technical requirements and changes in configurations.
- Includes accurate details within each ticket on work performed.
- Tests systems and updates internal and external-facing documentation used by other technicians and customers campus-wide.
- Organizes knowledge documentation for easy access while troubleshooting with a customer.
- Adheres to knowledge base, ticket quality, and client communication standards.
- Installs, configures and maintains support tools.
- Recommends improvements in processes and tools based on developments in technology and industry best practices.
- Develops and / or provides FAQs, knowledge base entries, and other job aids.
- Contributes feedback to, consults with, and collaborates with other technicians, service teams, and business partners on issues that arise during team activities.
- Assists other staff in resolving customer problems.

Required Qualifications

Technical:

- Experience providing technical support.
- Demonstrated problem-solving skills.
- Experience conducting hardware and software tests, analyzing test results and producing reports of conclusions and recommendations.

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- Demonstrated ability to configure and customize moderately complex software.
- Demonstrated skill in configuring, troubleshooting and supporting end user client systems including desktop, laptop and mobile computing devices.
- Working knowledge of enterprise system dependencies and networking protocols such as DHCP, TCP/IP, etc.
- Ability to use this information to troubleshoot.
- Working knowledge of desktop and business/technical support systems and tools.
- Demonstrated judgment to delegate/escalate issues appropriately.
- Experience using a service management application to intake and track support tickets, document work, and communicate with customers and IT partners.
- Experience consulting with customers and recommending desktops, laptops, and multifunction printers.
- Effective self direction and time-management.
- Ability to use standard processes and improvised techniques to meet Service Level Objectives.

Interpersonal/Communication:

- Ability to communicate effectively with both technical and nontechnical personnel at various levels in the organization (students, staff and faculty).
- Demonstrated customer service skills and excellent interpersonal skills to develop and maintain effective relationships with diverse client groups.
- Demonstrated skill at creating technical documentation for processes and applications.
- Demonstrated skill at developing technical instructions for customers of various skill levels.
- Demonstrated verbal and writing skills to convey complex ideas clearly.
- Ability to embrace specialized or unique viewpoints/outlooks and has the ability to work effectively with a diverse group of employees.
- Demonstrated commitment to the advancement of diversity, equity, inclusion, belonging, justice and accessibility.

Preferred Qualifications

- Demonstrated experience with remote support and communication tools, including video and text chat like Zoom, Slack and Google chat and remote support applications like Bomgar or Apple Remote Desktop.
- Familiarity with ITIL concepts.
- Experience supporting technology in institutions of higher education.

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- Experience using ServiceNow.

Education/Training:

- Bachelor's degree in related area and/or equivalent experience/training.

Salary & 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 \$36.04 (step 6.0) - \$38.63 (step 7.5).

- This is an 18-month, 100%, full-time (40 hours per week), limited (temporary) position that is eligible for UC benefits.
- This position is non-exempt and paid bi-weekly.

How to Apply

To apply, please submit your resume and cover letter.

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



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received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Other Information

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 Employees (UPTe). The current bargaining agreement manual can be found at:

<http://ucnet.universityofcalifornia.edu/labor/bargaining-units/tx/index.html>.

The automatic conversion to career status, as provided in Section B.2. above, will not occur when: b. The position into which the employee is hired is not an "ongoing" position, in that the position is established and funded for 18 months or less at any percent of time. In the event the position is funded beyond 18 months, the limited appointee shall be converted to career retroactive to the first of the month following attainment of 1,000 hours; except that nothing in this subparagraph precludes the University from releasing the limited appointee prior to the effective date of the funding extension.

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.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination 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.



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To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

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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