

Information Systems Analyst (7307U) Student Affairs IT  
(SAIT), 71929  
University of California, Berkeley

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Posted Sep. 6, 2024, set to expire Jan. 3, 2025

<b>Job Title</b>	Information Systems Analyst (7307U) Student Affairs IT (SAIT), 71929
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Sep. 6, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Student Services
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**Job Description**

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**Information Systems Analyst (7307U) Student Affairs IT (SAIT), 71929**

**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](http://grow.berkeley.edu).

### **Departmental Overview**

Student Affairs IT (SAIT) provides technology leadership and support to the Division of Student Affairs; technical support, education, and hands-on learning and leadership opportunities for students; and student advocacy and engagement in campus technology development.

Our deep knowledge and understanding of our students' and staff needs, coupled with our technical expertise, makes SAIT a trusted partner, committed to an excellent student experience. Our dedication, responsiveness, and commitment equip us to meet our customers' evolving demands as we work collaboratively to serve students.

The SAIT organization consists of 25 full-time career staff and over 70 part-time student staff, distributed across Development & Operations, Strategic Initiatives, and Student Technology Services.

### **Application Review Date**

The First Review Date for this job is: 9/18/2024. For full consideration, please submit your application

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by 10/4/2024.

## Responsibilities

Student Technology Services are provided through a unique student leadership model in which technical services are delivered by students, for students, in close collaboration with career staff managers. Our nationally-recognized student IT leadership program allows us to provide many of our services while training student employees and preparing them for professional roles after graduation. Student Technology Services provides IT services to students campus-wide. These services include support for students' personally owned devices, need-based device lending, assistance locating and navigating computing resources available on campus, residence hall network support, Student Technology Council advising, and strategic leadership on new campus-wide student initiatives.

Co-reporting to the Director of Student Technology Services and the Business & Technical Services Supervisor 2, the Information Systems Analyst 1 provides front-line technical and operational support for multiple student-facing IT services (examples may include the Student Helpdesk, the Student Technology Equity Program, the Wepa Student Mobile Printing program, etc.).

### \*Key Responsibilities:

45% - Provides first-level technical coaching and troubleshooting to a large student customer base around network connectivity, computing devices, mobile printing kiosks, peripherals, software and cybersecurity. Develops ticketing dashboards and monitors service request workflow to ensure compliance with service level agreements. Escalates complex and sensitive cases as appropriate.

15% - Manages a sizable database of technology hardware products available for loan to students. Ensures the database supports proper procurement, distribution, inventory levels and tracking of device status (e.g. in circulation, damaged, end-of-life, etc.).

15% - Creates and maintains clear and concise technical documentation and reports. Gathers and analyzes service utilization data. Assists in managing communications to customers and other stakeholders.

10% - Assists with the scheduling, hiring and selection of part-time student employees for student-facing tech support services, such as the student helpdesk, Student Technology Equity Program, Wepa mobile printing program, etc.

5% - Identifies and selects training opportunities for professional development. Participates in cross-

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functional group discussions, activities and other training efforts. Contributes to building and maintaining an inclusive and high-performing workplace culture.

5% - Adheres to University and departmental policies, procedures, and professional practices as well as city, state, and federal laws. Complete all required University and departmental training requirements including but not limited to FERPA, Information Security, Ethics, and Sexual Harassment/Sexual Violence Prevention.

5% - Other duties as assigned.

### Required Qualifications

- Demonstrated ability to troubleshoot basic problems with personal devices (e.g. laptops, tablets) and peripherals. Basic understanding of system performance monitoring and actions that can be taken to improve or correct performance.
- Demonstrated ability to install and troubleshoot common student software (e.g. Adobe, Microsoft).
- Demonstrated ability to assess quality of service and provide coaching to tier 1 support staff.
- Working knowledge of cybersecurity best practices and policies.
- Basic understanding of data management operations and database administration.
- Ability to write technical documentation in a clear and concise manner.
- Interpersonal skills sufficient to work with students who may not have a technical understanding or lexicon. Ability to elicit and communicate technical and non-technical information in a clear and concise manner.
- Self-motivated and works independently and as part of a team. Demonstrates problem-solving skills.

### EDUCATION

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

### Salary & Benefits

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

For information on the comprehensive benefits package offered by the University, please visit the



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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 hourly range that the University reasonably expects to pay for this position is **\$29.81 - \$31.25**.

### How to Apply

To apply, please submit your resume and cover letter.

### Other Information

This is a hybrid position, with up to 40% remote work eligibility.

### 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



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University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](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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