

IT Hardware Lifecycle Analyst: Procurement and
Provisioning (7359C) Berkeley IT, 76564
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=253987>

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Posted Mar. 5, 2025, set to expire Jul. 1, 2025

Job Title	IT Hardware Lifecycle Analyst: Procurement and Provisioning (7359C) Berkeley IT, 76564
Department	Berkeley IT
Institution	University of California, Berkeley Berkeley, California
Date Posted	Mar. 5, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
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Apply By Email

Job Description

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

This position is a part of the Campus IT Experience Unit within Berkeley IT in the IT Client Services Procurement and Provisioning team. It provides support for key areas, including:

- Device Purchasing and Provisioning
- IT Equipment and Lifecycle Management
- Software and Hardware Procurement Support

IT Client Services (ITCS) 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.

We act with integrity.

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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

An IT provisioning equipment professional who demonstrates excellent customer service and interpersonal skills. Applies experience and acquired job skills to troubleshoot computer hardware, software, and peripherals. Recommends, configures, and installs computer hardware and software order requests. Conducts hardware and software tests and reports on configurations and behavior, recommending improvements and break-fix solutions. Effectively manages multiple simultaneous assignments using standard processes and improvised problem-solving techniques to meet IT support Service Level Objectives.

Application Review Date

The First Review Date for this job is: 3/17/2025

Responsibilities

- Applies customer service approach and professional business/technical support concepts to provide IT hardware equipment procurement and provisioning as defined by operational service definitions. Provides unit-level device recommendation to clients. Facilitates equipment provisioning through the coordination, preparation, procurement, distribution, and deployment process. Interacts with campus department customers to help expand opportunities for teaching, research, and public service by delivering savings and efficient procurement services across UC Berkeley.
- Plans, implements, and documents hardware recommendation process, upgrades, and other technical service requests for supported IT services. Analyzes and determines computing needs and recommends appropriate computing hardware and peripherals.
- Monitor the e-Procurement workflow, as orders are routed to department requisition creators/approvers, which are converted into Purchase Orders by e-Procurement System, which

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is dispatched to vendors as official orders. Create and submit shopping carts through the e-Procurement system, shipping and receiving logistics, and asset management records on serialized items.

- Reviews in-coming tickets, gathers and documents information from the customer, categorizes, and performs ticket assignments and referrals to appropriate support groups for IT services. Update purchase orders and the respective order ticket with purchasing information. Informs clients of team and vendor states regarding equipment stock as needed.
- 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.
- May provide input to IT service redesign or development efforts based on customer and technician needs. Is 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. Uses continuous improvement methodologies to inform these development recommendations.
- Develops and / or provides training as needed based on consultation with customers and understanding of technology including one-on-one and small group training, 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

- Applies required skills and abilities necessary to complete computer equipment provisioning functions.
- Experience conducting hardware and software tests
- Demonstrated customer service skills and excellent interpersonal skills to develop and maintain effective relationships with diverse client and technical groups.
- Demonstrated a working knowledge of enterprise purchasing process and procedure.
- Demonstrated skill at creating technical documentation for process and procedure.

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- Communicates effectively with both technical and nontechnical personnel at various levels in the organization (students, staff and faculty). Has verbal and writing skills to help clients navigate complex procedures clearly.
- Demonstrated ability to work within a team environment to meet team Service Level Objectives, contributing when required, and leaving work for the next member in a state that leaves no service gaps.
- Effective self direction and time-management. Able to use standard processes and improvised techniques to meet Service Level Objectives.
- Working knowledge of desktop and business/technical support systems and tools.
- Demonstrates judgment to delegate/escalate issues appropriately.
- Working knowledge of vendor products and services. Experience consulting with customers and recommending a wide variety of computer equipment including desktops, laptops, tablets, and printers.
- Embraces specialized or unique viewpoints/outlooks and has the ability to work effectively with a diverse group of employees.
- Experience using a service management application to take support tickets, document work, and communicate with customers and IT partners.
- Demonstrated commitment to the advancement of diversity, equity, inclusion, belonging, and justice at UC Berkeley and Berkeley IT.

EDUCATION

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

Preferred Qualifications

- Working knowledge of the unit's business processes.
- Working knowledge of organization computer requirements, recommendations and policies including security standards.
- Demonstrated skill with remote support and communication tools, including video and text chat and remote support applications (like Bomgar or Apple Remote Desktop).
- Familiarity with ITIL and change management concepts.
- Experience supporting technology in institutions of higher education.
- Experience using ServiceNow.

Salary & Benefits

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This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly and eligible for 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 hourly range that the University reasonably expects to pay for this position is **\$29.48 (Step 1.0) - \$39.79 (step 7.5)**.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This position is fully in-person and requires the selected candidate to work onsite at our location.
- This is not a visa opportunity.
- This recruitment has 1 opening.
- 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>

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.

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Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

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[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)



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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 https://apptrkr.com/get_redirect.php?id=6051454&targetURL=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 E-mail** 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

Contact Information

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

Contact

N/A

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