

Endpoint Solutions & Spaces Technician (7359C), Library
Administration - 79926
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=260456>

Downloaded On: Aug. 17, 2025 10:11pm

Posted Jul. 31, 2025, set to expire Jun. 30, 2026

Job Title	Endpoint Solutions & Spaces Technician (7359C), Library Administration - 79926
Department	Library Information Technology
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 31, 2025
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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Endpoint Solutions & Spaces Technician (7359C), Library Administration - 79926

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

The Library Information Technology (Library IT) Division within the UC Berkeley Library is charged with the design, development, management, and maintenance of flexible and reliable technology environments for the Library, specifically: the development and management of digital collections and services and their associated digital discovery and access platforms; creation of digital content; digital preservation tools; the development of a fully accessible and responsive library web presence that applies user experience principles and strategies; the development and support of server-based technologies for the delivery of library services; the maintenance of library management and discovery systems; the management of the library's computing services, including desktop support, software, and library labs for library staff and public; and the development and delivery of frameworks and applications to support collaborative storage, delivery, and preservation of information resources. The digital and library technology applications and collections developed and managed by Library IT are research vehicles that are used by library patrons ranging from UC Berkeley faculty, students, and staff, other institutions' faculty and graduate students, and the general public.

Position Summary

This position is part of the Library IT Endpoint Solutions & Spaces (ESS) department, providing technical support to library staff for desktop, This position is part of the Library IT Endpoint Solutions & Spaces (ESS) department. It provides technical support to library staff for desktop, mobile, and other endpoint computing needs. The role also supports technology-enhanced spaces throughout the Libraries, troubleshooting hardware, software, and network-related issues to ensure reliable and efficient operations.

Application Review Date

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The First Review Date for this job is: 08/11/2025.

Responsibilities

Service Management & Customer Service:

- Plans and implements technology hardware and software upgrades.
- Analyzes, troubleshoots, and resolves moderately complex hardware and software issues.
- Performs the highest tier of technical support while providing excellent front-facing customer service.
- Collaborates with Berkeley IT and other campus units to resolve technical issues and ensure library technology services align with campus standards and practices.
- Install and retire desktop and laptop computers for staff.
- Identify and resolve security issues and maintain the accuracy of deployed machines.
- Respond to and resolve Endpoint Detection and Response (EDR) security alerts.
- Create and maintain documentation.

Preparation, Provisioning and Installation of Library technology:

- Image and deploy computers used by Library staff, students and patrons.
- Updating inventory records to reflect changes in technology used in the library.
- Makes hardware and software recommendations to support library IT projects.
- Setup and breakdown AV equipment for library events.
- Install and support public computers across the 20 libraries.

Network Support and Administration:

- Manage and maintain library network information such as subnets, WiFi, etc.
- Manage and maintain registered network devices in SOCREG.
- Evaluate and test network connections.
- Place network orders such as, new lines, activations, removals, etc.

Miscellaneous:

- Staying abreast of current industry trends in computer support systems and services for end-user support
- Keeping up skills with latest and new end user computing device technologies, related to hardware, software, and networking.
- Other duties as assigned within the scope of Library IT Division.

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Required Qualifications

- Experience conducting escalated, broad technical support including hardware and software tests, analyzing test results and producing reports of conclusions and recommendations.
- Knowledge of networking concepts such as IP addressing, DNS, DHCP, VPN, and Wi-Fi.
- Demonstrated skill in configuring, troubleshooting and supporting escalated end user client systems including desktop, laptop and mobile computing devices.
- Understanding of how to configure and update BIOS/UEFI settings as part of the deployment.
- Requires interpersonal skills in order to work with both technical and non-technical personnel at various levels in the organization.
- Familiarity with software like Windows Deployment Services (WDS), Acronis, Clonezilla, Symantec Ghost, or Microsoft Deployment Toolkit (MDT).
- Understanding how to manage and deploy encrypted drives (e.g., using BitLocker for Windows).
- Experience in the use of remote software to diagnose hardware and software problems.
- Experience with network diagnostic tools (e.g., Wireshark, Ping, Traceroute, Netstat, nslookup) to identify and resolve connectivity issues.
- Ability to assess problems, including isolating the cause, testing hypotheses, and implementing solutions.
- Ability to create technical documentation for processes and applications.
- Understanding of basic cybersecurity principles, such as managing passwords, identifying phishing attempts, and applying security updates.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Proficiency with Endpoint Detection and Response (EDR) tools (e.g., CrowdStrike, SentinelOne, Carbon Black, Symantec).
- Experience with antivirus, anti-malware, and advanced threat protection software.
- Hands-on experience with detecting, analyzing, and responding to endpoint security threats.
- Knowledge of Google productivity suite, e.g., email, calendar, chat, docs, sheets, etc.
- Familiarity with ticketing systems (e.g., Jira, ServiceNow).

Salary & 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 \$31.56 (Step 2.5) - \$36.28 (Step 5.5).

- This is a non-exempt, biweekly-paid position.

How to Apply

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

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

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

- This is not a visa opportunity.

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.

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

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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:

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

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

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.

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Contact

N/A

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