Windows Systems Support Analyst (7309U), Library Administration - 80496
University of California, Berkeley

Job Title	Windows Systems Support Analyst (7309U), Library Administration - 80496
Department	
Institution	University of California, Berkeley
	Berkeley, California
Date Posted	Aug. 29, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified 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 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, a 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

The UC Berkeley Library seeks a skilled, solutions-oriented Windows Systems Support Analyst with a strong foundation in technical support, project coordination, and service management. This position plays a key role in supporting and evolving the Library's Windows-based infrastructure. The successful candidate will analyze existing systems, design and implement improvements to enhance reliability, security, and performance, and contribute to the planning and deployment of new systems and services. This is an opportunity to make a meaningful impact by advancing technology services that support the research, teaching, and learning mission of one of the world's leading public universities.

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Application Review Date

The First Review Date for this job is: 09/09/2025.

Responsibilities

Print Server Administration

- Analyzes, plans, proposes, and implements cross-network migration and upgrade of shared printing services (Pharos).
- Works with others in Library IT to troubleshoot day-to-day issues.
- Develops automated and manual testing procedures in collaboration with DevOps and Endpoint Solutions and Services (ESS) staff.

Windows Systems Support and Automation

- Designs and maintains administrative, patching, and testing procedures for Windows-based systems using Microsoft tools, licensed software, and scripting as appropriate.
- Builds and updates system images for deployment to public and staff machines.
- Coordinates with Library IT teams to ensure integration with core infrastructure, including Active Directory and related authentication services.
- Identifies opportunities to improve system reliability, monitoring, and security through automation or tooling.
- Troubleshoots and resolves complex technical issues, escalating as needed.

Technical Project Management and Analysis

- Provides project management for a variety of ESS projects developing timelines, task lists, and managing communication within Library IT and beyond.
- Oversees the implementation, deployment, and integration of solutions, ensuring successful delivery and sustainability of solutions.
- Proposes new service offerings or enhancements to existing systems to align with best practices, improve overall service quality, and support a culture of continuous improvement.

Miscellaneous Technical Work

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- Documents technical processes and procedures for internal knowledge sharing and team continuity.
- Writes and presents technical training materials with and for use by other IT staff.
- Writes instructions and provides training on relevant technologies for Library staff.
- Other duties as assigned.

Professional Development

- Stays up-to-date on the latest technologies, tools, and best practices.

Required Qualifications

- Excellent problem-solving and analytical skills and the desire to apply them to unfamiliar projects.
- Experience with Windows Server administration and configuration (e.g. Active Directory, Group Policies, security and patching, working with the registry, firewalls and network configuration, etc.), along with firewall and network configuration across platforms.
- Experience automating administration and configuration tasks using a variety of Microsoft and non-Microsoft tooling (e.g. Powershell, Chocolatey, Ansible, Packer, Terraform).
- Experience with version control systems.
- Demonstrated ability to communicate effectively verbally and in writing with technical and non-technical audiences.
- Demonstrated ability to plan, organize, and execute technical projects.
- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Experience working with a ticketing or project management tool (e.g. Jira, ServiceNow, BaseCamp, GitHub Issues).
- Experience with version control systems (git preferred).
- Familiarity with Faronics Deep Freeze or similar workstation management tools
- Familiarity with VMware virtualization (ESXi/vSphere) and templating.
- Familiarity with continuous improvement methodologies (e.g. Kaizen, Six Sigma).
- Experience scripting or automating administrative tasks using PowerShell, Python, or similar tools.
- Familiarity with hybrid Windows/Linux environments and basic understanding of Linux-based systems (e.g., Red Hat Enterprise Linux).

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- Experience in a higher education and/or library environment.
- Demonstrated ability to work independently and as part of a team.
- Demonstrated ability to learn new technologies quickly.
- Demonstrated ability in understanding Windows security environment.

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 annual salary range that the University reasonably expects to pay for this position is

- This is a full-time (40 hours/week), career position that is eligible for UC Benefits.
- This is an exempt monthly-paid position.

How to Apply

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

Other Information

- 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 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.

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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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