# CSUN | INFORMATION TECHNOLOGY

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| **Job Title:** | Desktop Architect |
| **Job ID:** | 540768 |
| **Full/Part Time:** | Full Time |
| **Regular/Temporary:** | Regular |
| **Job Code:** | 0420 / Info Tech Consultant |
| **Job Grade:** | Exempt |
| **Salary From:** | $7,020 **Salary To:** $ 9,000 If applicable |
| **Department:** | IT Support Services |

## Major Duties

Under general supervision, is responsible for analyzing, deploying, migrating, implementing computer applications, systems and network configuration to client computers or endpoints. The incumbent deploys new software/applications to existing systems; analyze business technology needs, build workstations for end user, monitor system performance and design enterprise-wide environment through management applications (e.g., System Center Configuration Manager (SCCM), JAMF, Active Directory, and etc.).

- Manages and maintains endpoint operating systems for Windows, Mac, and iOS devices. Uses Active Directory to manage computer objects, users, groups, organizational units, and build/manage group policy objects (GPO).

- Builds and maintains operating system images, scripts, application packages, build/rebuild workstations, patch workstations; generates workstation hardware/software reports; and carries out technical administration tasks.

- Assists campus technical contacts on design, deployment, and implementation of endpoint devices and software applications; and assists campus with implementation and utilization of approved computer disk encryption programs (e.g. Filevault 2 etc.)

- Performs other duties as assigned.

## Qualifications

- Equivalent to graduation from an accredited four-year college or university in Computer Science a job-related field.

- Five years of full-time, progressively responsible field-related experience, including one year of project management, team leadership, systems implementation and development.

- Experience in Apple MDM Platform, operating systems imaging using JAMF, creating and deploying applications, and software updates preferred.

## Knowledge, Skills, & Abilities

- Thorough knowledge of a variety of software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems. Functional knowledge of operating systems like Windows, macOS X, iOS and etc. In-depth knowledge of Microsoft products such as Office 365.

- Knowledge and experience in scripting for automated processing. Ability to organize workflow and priorities. Working knowledge of Desktop Support and Architect group operations, troubleshooting best operations. Knowledge and experience with relational databases and client-server concepts and working knowledge with database software to maintain and monitor applications, connect and middleware installations, support client access tools such as SQL Management Studio, SQL Native Client, Oracle Client, etc. Experience in using Help Desk/CMR to manage and process cases. Experience working with contractors (software consultants), reviewing maintenance agreements or consulting contracts and working knowledge of campus procurement processes and procedures.

- Ability and specialized skills to: apply and assess user needs; identify, analyze and address user problems; provide ongoing project leadership to technical development staff; analyze problems and propose effective solution; understand functional and procedural requirements and develop alternative solutions.

- Ability to communicate and consult effectively with all levels of the campus community including internal IT technical support, campus executives, faculty, staff, student and college/department technical support staff. Ability to relate system solutions to departmental management and staff; provide user training; and establish and maintain effective working relationships with others.

**Pay, Benefits, & Work Schedule**

The university offers an excellent benefits package, including but not limited to; medical, dental, vision, retirement & savings, tuition waiver and more.

The salary range for this classification is: $7,020 - $13,594 per month.

The anticipated HIRING RANGE: $7,020 - $9,000 dependent upon qualifications and experience.

HOURS: Full-Time; 40 hours per week; Monday through Friday; may include evenings and weekends.

REG: This is a Regular position with a one-year probationary period.

The position is currently hybrid (3 days in office, 2 days remote); however, this is subject to change based on student and/or operational needs.

**General Information**

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

**How to Apply**

Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins **August 4, 2024** and will be considered in the initial review and review will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below:
http://www.csun.edu/careers/

**Equal Employment Opportunity**

California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.