Computer Support Analyst - 41340-1A

Updated: Aug 19, 2022
Location: Irvine-Campus
Job Type:
Department: Engr DO Computing

Job Opening ID: 41340
Reports To: Director of Computing
Working Title: Computer Support Analyst
Department: Engr DO Computing
Bargaining Unit: 99
FLSA: Non-Exempt
Payroll Job Code: 007303
Job Location: UCI Campus- Irvine
Percent of Time: 100%
Work Schedule: 8-5, M-F
Employee Class: Career

Position Summary:

The Samueli School of Engineering at UCI is a leader in engineering research, education and industry engagement in Southern California and is home to or affiliated with more than a dozen research centers and experimental facilities. The Engineering Computing Support team provides computing assistance for school-specific needs to faculty, staff, and students in support of school administration, instruction, and research.

Manage desktops, servers, and support for over 120 staff members in the Samueli School of Engineering. COMPUTER ADMINISTRATION. Install, configure, deploy, and maintain Windows and Mac desktops and laptops with latest operating system and software updates. Deploy and update software using Ninite Pro and IBM BigFix agents. Implement fixes and vulnerability remediation patches by Microsoft. Install and verify patches before deploying to all domain-joined computers and servers. Monitor backups using Veeam, and file server shadow copies; restore files as needed. SERVER ADMIN: Manage Active Directory using security groups for computers, users and service accounts. Create Group Policy to map network drives, update printers, control security. Maintain and patch domain controllers, replicating file servers, WDS server, and Windows Server Update Services server to streamline imaging, patching. Maintain Microsoft Deployment Toolkit with drivers, applications, and task sequences. Update and Migrate servers to later versions of Windows Server Policy. Enforce Computer and Network. Use Policies and UCOP Systemwide computing policies for proper equipment usage and sensitive information protection. Serve as point of contact for equipment quotes, and purchases. Organize, track, and record all software and hardware purchases and inventory using SnipeIT SUPPORT: Provide technical support to 120+ staff. Create and update

<table>
<thead>
<tr>
<th>% of time</th>
<th>Essential Function (Yes/No)</th>
<th>Key Responsibilities <em>(To be completed by Supervisor)</em></th>
</tr>
</thead>
<tbody>
<tr>
<td>15%</td>
<td>Yes</td>
<td>Implements system enhancements, such as software, hardware and network configuration, updates and installations for projects or services with moderate scope.</td>
</tr>
<tr>
<td>30%</td>
<td>Yes</td>
<td>Manages systems and services for a facility or portion of facility of small to moderate size. Evaluates, installs, modifies and supports operating systems, databases, utilities and web-related tools. Implements system rollouts. May perform basic networking tasks to interconnect servers or components of clusters for communication.</td>
</tr>
<tr>
<td>5%</td>
<td>Yes</td>
<td>Writes and executes moderately complex scripts in support of systems management, log analysis and other system administration duties for multiple systems.</td>
</tr>
<tr>
<td>10%</td>
<td>Yes</td>
<td>Assists with execution of security controls to prevent unauthorized access to networked resources. Administers security policies to control system access. Configures system security to meet specific needs.</td>
</tr>
<tr>
<td>30%</td>
<td>Yes</td>
<td>Manages Helpdesk operations and tickets, using RT Request Tracker. Provides end-user technical support. Creates technical documentation. Acts as liaison to Office of Information Technology to resolve user support issues.</td>
</tr>
<tr>
<td>10%</td>
<td>Yes</td>
<td>Assists with hardware and software equipment quotes and purchases. Organizes and tracks software and hardware purchases and inventory.</td>
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**Compensation Range:**

$30.84 - $36.81

**Department Website:**

https://engineering.uci.edu/

**Required:**

Two (2) or more years of Microsoft Windows desktop support or systems administration experience. Bachelor's degree in related area and / or equivalent experience / training. Demonstrated knowledge of computer security best practices and policies. Knowledge of the design, development and application of technology and systems to meet business needs. Ability to write technical documentation in a clear and concise manner. Demonstrated understanding of how system management actions affect users and dependent / related functions. Self-motivated and works independently and as part of a team. Demonstrates critical thinking and problem-solving skills. Able to learn effectively and meet deadlines. Skill in setting priorities which accurately reflect the relative importance of job responsibilities. Ability to elicit and communicate technical and non-technical information in a clear and concise manner to a wide range of people, both orally and in writing.
Excellent interpersonal skills. Demonstrated experience writing and editing scripts of moderate complexity used to perform system maintenance and administration. Working knowledge of the Windows operating system and Active Directory. Skill to perform basic hardware installation and upgrades/repairs. Skill to install and configure peripherals such as drives, devices, printers. Basic knowledge of how to apply technologies and systems to meet business needs. Understanding of system performance monitoring and actions that can be taken to improve or correct performance. General knowledge of other areas of IT including Linux, Android, MacOS, and iOS operating systems.

Preferred:

General knowledge of environmental and ergonomic requirements for workstations. Skill to use office automation software (Excel, Word, Access, PowerPoint). Skill to assist others is making effective use of these applications.

Special Conditions Required:

Must be willing to work occasional evenings/weekends to accommodate special projects or system failures.

Conditions of Employment:

The University of California, Irvine (UCI) seeks to provide a safe and healthy environment for the entire UCI community. As part of this commitment, all applicants who accept an offer of employment must comply with the following conditions of employment:

- Background Check and Live Scan
- Legal Right to work in the United States
- Vaccination Policies
- Smoking and Tobacco Policy
- Drug Free Environment

The following additional conditions may apply, some of which are dependent upon business unit or job specific requirements.

- California Child Abuse and Neglect Reporting Act
- E-Verify
- Pre-Placement Health Evaluation

Details of each policy may be reviewed by visiting the following page - [https://hr.uci.edu/new-hire/conditions-of-employment.php](https://hr.uci.edu/new-hire/conditions-of-employment.php).

Closing Statement:

The University of California, Irvine is an Equal Opportunity/Affirmative Action Employer advancing inclusive excellence. 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 categories covered by the UC nondiscrimination policy. We are committed to attracting and retaining a diverse workforce along with honoring unique experiences, perspectives, and identities. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable, and welcoming. UCI provides reasonable accommodations for applicants with disabilities upon request. For more information, please contact Human Resources at (949) 824-0500 or eec@uci.edu.