As the University of California's first law school, UC Hastings College of the Law boasts a rich history of achievement in the field of legal education. Established in 1878 and located in San Francisco's Civic Center district, our vibrant institution provides outstanding instruction for nearly 1,300 students from more than 120 universities and colleges across the country. We also provide an innovative, fun and rewarding work environment for our valued employees. As a member of our team, you will enjoy a warm-hearted, deeply committed group of co-workers, a dynamic community of faculty and students, as well as an excellent benefits package.

Technical End User Support Specialist (Temporary) Information Technology

Classification: Temporary / 1530 / Full Time / Non-Exempt / Benefitted / Represented
Hiring Salary Range: $25 / hour (commensurate with qualifications)
Posting Date: 02/14/2014

THE ROLE
Provides entry level Tier 1 technical support of the College's desktop hardware and software computing environment. Provides hardware and software services to clients with basic to intermediate technology problems. Serves as the interface to the Support Center and other IT groups for issues that must be elevated beyond the Desktop Support Service organization. This is a one year temporary appointment.

RESPONSIBILITIES:

- Responsible for the installation and support of all hardware and software;
- Resolves desktop support requests and inquiries;
- Provides 1st call resolution support to clients in conjunction with the IT helpdesk;
- Assists Tier II/III support groups by implementing and administering corporate desktop computing standards (e.g., system back up, software licensing, hardware and software standards, security, asset acquisition and disposal, and system configuration);
- Provides computer hardware move coordination and support;
- Learns and complies with IT policies and procedures, especially those for quality and productivity standards that enable the team to meet established client service levels;
- Learns and complies with Information Security policies and procedures;
- Verifies deliverables meet Information Security requirements;
- Recommends procedures for administering the client's desktop;
- Participates in special projects and performs other duties as assigned.

REQUIREMENTS

EDUCATION AND EXPERIENCE
• 2 year Information Technology related degree is desired;
• A+, Network +, MCDST, MCSA certifications are desired;
• Minimum 1 year experience preferred in desktop and basic networking support and administration.

**KNOWLEDGE, SKILLS & ABILITIES**
• Desktop Oriented (MS office, various software, Operating systems, troubleshooting, printers);
• Mobile Devices (all things mobile, phones, iPads, androids etc);
• People Person Dynamic, captivating, engaging, encouraging, friendly;
• Detailed / Process oriented;
• Ability to lift and carry PCs and peripherals;
• Excellent communication and problem solving skills;
• Ability to multi-task;
• Working knowledge of the following: LAN administrator practices and concepts, desktop support, LAN operations;
• Working knowledge of IT platforms: Microsoft Windows7, Windows XP, Mac OSX.

**BENEFITS**
• Health, dental and vision care insurance plans
• Life Insurance
• UCRP Retirement Plan
• Disability Insurance
• Legal Insurance
• 3+ weeks of vacation starting the first year for full-time employees
• 8 hours accrued sick leave per qualifying month of service for full-time employees
• Thirteen paid holidays per year
• Credit Union
• Pre-Tax Transport Program

**THE HIRING PROCESS**
To apply, go to:

Failure to provide the information as required on the application form including attaching a cover letter and a resume shall immediately disqualify an applicant from employment consideration.

**This position has been designated as “sensitive” and requires a pre-employment background check.**

**WHAT TO EXPECT**
Applicants who meet the position requirements will be competitively evaluated to identify the individuals whose breadth and depth of experience and education most closely relate to the stated requirements and the needs of the College. Depending on the quality and
number of the applications received, only the better qualified applicants may be contacted for an interview. The position is open until filled.

UC Hastings College of the Law is an Equal Opportunity Employer