Position: HELP DESK ADMINISTRATOR

DEPARTMENT: Moss Landing Marine Laboratories (MLML)

IMMEDIATE SUPERVISOR: Network Administrator

POSTING DATE: February 23, 2016

CLOSING DATE: Posted Until Filled

SALARY: Dependent Upon Qualifications / Experience
Full time
Benefited

EXEMPT STATUS: Non-exempt (hourly)

GENERAL NATURE OF POSITION: Under the direction of the Network Administrator, the MLML Help Desk Administrator administers MLML Help Desk software and service, and directly supports MLML websites. The Help Desk Administrator works directly with faculty, staff, students and guests in addressing and resolving computer, network and related issues. Additionally the Help Desk Administrator assigns tickets to student support staff and ensures issues are resolved in a timely manner.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Actively administers Help Desk software and service
2. Supports Windows, Apple OS X, and Linux applications and users
3. Installs and configures Microsoft applications, ESRI ArcGis, SPSS and other software
4. Supports MLML websites, including Drupal and WordPress sites
5. Maintains and supports desktop hardware, including printers and other peripherals
6. Installs and configures standard operating systems, and Drupal, WordPress, and other CMS software.
7. Insures that the Knowledgebase is current with solutions to problems.

INTERPERSONAL CONTACTS: Interactions with faculty, SJSU and other staff, and guests across all levels, including university faculty and administrators, Research Foundation staff, students, scientists, and researchers, as well as the general public, including visitors from around the world.
QUALIFICATIONS:

1. **Education and Experience**
   
a. A. A. or A. S. degree. Equivalent combination of education and experience can be considered in lieu of degree.
   
b. Two years’ experience with the LAMP stack is required.
   
c. Previous experience in a help desk setting is highly preferred.

2. **Knowledge, Skills and Abilities required**
   
a. Excellent communication skills and a supportive demeanor
   
b. In-depth knowledge of HTML, CSS, JavaScript
   
c. In-depth knowledge of PC and Apple, Inc. hardware
   
d. In-depth knowledge of Windows and OS X, and LINUX Operating Systems
   
e. Ability to install and configure standard software

3. **Physical Requirements**
   
   Must be able to lift up 50 lbs. with or without aids, and be able to transport documents and materials with the use of a dolly.
   
   Must be able to walk frequently, long and short distances, on and off the facilities.

4. **Complexity of Duties**
   
   A mix of office and field settings, including small boats and pumping stations.
   
   This position requires the knowledge and skill to quickly identify the issues and needs of the end user, effectively communicate the possible solutions, agree on a solution and implement the solution. This is an academic environment that includes classroom and seminar presentations, scientific experiments, field research and data analysis.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

**SUPERVISORY RESPONSIBILITIES:** None

**APPLICATION PROCEDURE**

To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information may be obtained from the Research Foundation Human Resources Department, through the Research Foundation’s web site at foundation-jobs@sjsu.edu or in person by visiting the Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA (corner of St. James and North 4th Streets). An application will be required for those interviewed.

The SJSU Research Foundation website’s job listings page, which also has a link for downloading an application, can be found at http://www.sjsu.edu/researchfoundation/open/index.html
Research Foundation employment is separate and distinct from San Jose State University or State of California employment. Research Foundation employees are not employees of either SJSU or of the state of California.

The San Jose State University Research Foundation (SJSURF) is a non-profit auxiliary of San Jose State University. SJSURF is totally self supported. The majority of the organization's funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

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The SJSURF has implemented California State University Executive Order 1083 (http://www.calstate.edu/EO/EO-1083.pdf). By policy, all SJSURF employees are mandated reporters for suspected child abuse or neglect and are expected to undergo formal training in accordance with the directives of the Executive Order.

The SJSURF has also implemented California State University Policy Memorandum HR 2015 – 08 (http://www.calstate.edu/HRAdm/pdf2015/HR2015-08.pdf).

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