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Requisition Number:	03007041
Recruitment Open To:	Internal/External
For Full Consideration Apply By:	03-16-2012
Closing Date:	Open Until Filled
Position:	IT Systems Help Desk/Project Coordinator
Payroll Title	ANALYST I
Number of Positions:	1
Salary:	\$3,009.00 - \$5,416.17/MO
Appointment Type:	Career
Appointment Description:	100% FTE, Monday-Friday, 8:00 AM -5:00 PM
Overtime Eligible: (FLSA)	Non-Exempt
Union/HEERA Representation:	This position is not represented by a collective bargaining unit
Department:	INFORMATION TECHNOLOGY SERVICES - 062016
Department Description:	Information Technology Services is responsible for providing IT support for Office of Research, Safety Services, and UC-wide Enterprise Risk Management in support of the research mission at UC Davis and University of California.
Location:	Davis

Position Details

Job Summary:	Under the direction of the Safety Services Manager of the Project Management Office and the Help Desk Lead, provide first-tier software application technical support for system wide supported applications and reports. Additionally, the incumbent will provide additional support to Project Managers and projects teams. This will include assisting with process analysis, needs assessment, and coordinating project communications for IT Services. Implement the software development methodology used by IT Services for technology projects. Facilitate stakeholders sessions, coordinate, update, and follow up on project plans. Provide impact analysis and requirement gathering for technology projects. Prepare and maintain all departmental communications. Prepare and implement project plans for technology projects.
Physical Demands:	This position involves working at a computer workstation for extended periods of time and answering phone calls. May require occasional lifting of up to 30 lbs.
Work Environment:	Work flexible or extended hours as needed by project priorities. Must be available for occasional travel/training activities. Employee is personally responsible for following health and safety guidelines/instructions.

Background Check Required:

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity checks.

Yes

Qualifications

- Experience troubleshooting complex online systems and working with multiple team members to resolve identified issues.
- Experience in customer service practices and application of customer service skills to exercise tact, diplomacy and professionalism to translate client needs and problems into effective solutions.
- Demonstrated strong oral, written and interpersonal communication skills to effectively interact with all levels of faculty and staff on a system wide level to both technical and non-technical audiences.
- Experience using issue tracking applications.
- Experience coordinating multiple projects, prioritizing workload and following tasks to completion.

Minimum Qualifications:

- Experience establishing goals and workload priorities, handling multiple tasks and complex projects simultaneously with conflicting priorities, meeting deadlines in a fast-paced environment, and flexibility in dealing with people and competing demands.
- Experience facilitating and coordinating meetings, including scheduling, set up, take down, working with various department staff, taking minutes.
- Experience in working effectively in a service oriented team environment.
- Writing, editing, and proofreading skills to produce correspondence and other written materials that reflect high standards and professionalism.
- Experience using various software programs (word processing, spreadsheets, email, calendars, project planning, and presentation software) to accomplish assignments.
- Bachelor's degree in Communication or equivalent work experience.
- Experience working in an Information Technology environment.
- Experience in applying software development methodologies, working with a team for software development, and scheduled, process controls.

Preferred Qualifications:

- Skills to objectively review and evaluate data/information and make timely decisions
- Skills to create innovative solutions to difficult or unusual problems and improve methods for performing task.
- Experience maintaining confidentiality and exercising judgment and diplomacy in dealing with sensitive data.

Quick Link To This Position:

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