



EMPLOYMENT OPPORTUNITY

IT Administrator - Programmer Analyst (Business Technology Support Analyst 2) Req# 35825

The UCLA Center for Health Policy Research, IT Team is looking to hire a driven IT Administrator to help maintain and secure the Center's IT infrastructure in a Microsoft Windows environment. The ideal candidate should be a self-starter who can think creatively to continuously improve the IT support process & infrastructure. This is the ideal position for someone who is trying to grow and apply the IT knowledge and skills in different areas such as Computer Support, Networking Support, IT Security, and Server Administration.

Responsibilities:

Provide end-user support by setting up and maintaining workstations and laptops, creating and configuring user accounts, and setting up and managing online or in-person meetings and webinars. Assist in supporting the internal and external IT infrastructure by building new systems or maintaining existing ones. Assist in the overall IT security by reviewing logs, monitoring, patching/updating, and scanning/reviewing existing systems and policies. Provide end-user training on using various IT systems, services, and software. Assist in the overall IT improvement efforts.

Qualifications:

- Advanced degree in computer science, computer engineering or related field, or an equivalent combination of education and experience. Preferred
- Comprehensive understanding of Microsoft Windows OS System management and how to adequately secure it. Required
- Comprehensive Understanding of computer hardware components and operating systems including both Windows and Macintosh OS Platforms. Required
- Intermediate knowledge of a scripting language such as PowerShell, Microsoft Visual Basic, Batch, or any programming language. Required
- Intermediate knowledge of the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook). Required
- Ability to install, maintain, and assist users with various software packages. Required
- Experience using one or more video conferencing platform such as Zoom, Adobe Connect, and/or Skype. Required
- Basic understanding of printers, printer components, print servers, and simple printer maintenance troubleshooting steps. Required
- Comprehensive understanding of the Microsoft Windows Server environment including how to manage, update, and secure its various components. Required
- Comprehensive Computer Networking knowledge and experience. Required
- Basic working knowledge of Firewalls, comprehensive system security knowledge and demonstrated experience in building and securing computer systems. Required
- Basic understanding of web servers and website development languages. Preferred

- Working knowledge and experience using network scanning and system security assessment and vulnerability detection tools. Preferred
- Skill in performing testing of multiple complex operating system components including validation and verification. Ability to carry out & document the testing process in a clear, complete and technically sound manner. Required
- Detail oriented, organized, willing to continuously learn and improve, and a good team player. Required
- Strong initiative, work ethic, creativity, and time management skill. Required
- Demonstrate high degree of detailed accuracy in all projects, tasks and in dealings with outside vendors and collaborators. Required
- Demonstrated ability to write clear, precise, and grammatically correct technical documentation and status reports. Required
- Demonstrated skill in organizing a complex workload, and ability to plan and prioritize the work, seeking and applying new knowledge in solving problems. Required
- Must have strong organizational, interpersonal, communication, and problem-solving skills, and the ability to provide users who have a wide range of computer skills with technical support in clear and understandable language. Required
- Demonstrated experience researching and determining the best product and best pricing for equipment and software in order to stay within budget while remaining highly effective. Required
- Ability to make oral presentations and provide training to users on a variety of levels on use of relevant software and hardware. Required

Other Details:

Full-time, Career position. Salary commensurate with experience. Excellent benefits. Equal Opportunity Employer.

How to Apply: <https://hr.mycareer.ucla.edu> search for Requisition #35825.