California State University, Fresno Foundation

COMPUTER SUPPORT TECHNICIAN – AUXILIARY INFORMATION TECHNOLOGY

JOB ANNOUNCEMENT #26-846

POSITION SUMMARY:	**Full-time, benefited position through the California State University, Fresno Foundation.** Under the direction of the Director of Auxiliary Information Technology, this position is responsible for providing technical support and training to end users, coordinating service requests, and monitoring the help desk phone line, email, and work order system. Assist with project planning and implementation, track computer hardware contracts and software licensing agreements. Update policy and procedure manuals as needed. Communicates with campus community, vendors, and employees.
ESSENTIAL JOB FUNCTIONS:	• Respond in a timely manner to service issues and requests • Create accounts for new users and update existing users as needed, ensuring permissions are set with minimum required access • Install, configure, update, and maintain computer hardware, software, printers and scanners • Identify and troubleshoot problems with hardware and software • Ensure operating systems and application software are current with software patches, upgrades, service packs and security updates • Assist with support of back-end systems and applications • Assist with miscellaneous office support for the IT department • Assist with various documentation needs • Assist with annual maintenance contract renewals • Evaluate new technologies • Staff training and assistance on Google Workspace, Microsoft Office, Adobe, and other supported software • Staff training on network file management to ensure that confidential data is stored in protected locations • Update and maintain Auxiliary Services websites • Other duties as assigned
QUALIFICATIONS & EXPERIENCE:	*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* • Minimum 2 years of college in a relevant field such as Information Systems, Computer Science or Business Administration. ○ Experience may be substituted for education. • Knowledge of Microsoft Windows and Microsoft Office products • Knowledge of microcomputers and must be proficient at configuring workstations, troubleshooting hardware issues, loading and unloading software; virus, spyware, and adware detection and prevention. • Experience supporting networked environments, Windows Server, and Active Directory highly desirable. • Ability to quickly learn new applications and technologies • Ability to research and create clear and concise reports. • Must have strong interpersonal skills and a friendly, professional, service-oriented attitude to work effectively with a diverse population of staff, faculty and students. • Excellent written and verbal communication skills, • Must be able to work in a fast paced environment with frequent and changing deadlines. • Knowledge of TCP/IP, internet and Microsoft networking fundamentals a plus.
SALARY/BENEFITS:	**$20.00 - $21.22 per hour ($41,600.00 - $44,137.60 annually).** Benefits include health, dental, vision, 401K and life insurance, vacation, sick leave, and holiday pay.

FILING DEADLINE:	Application review begins **November 5, 2026**. Position will remain open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. **E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu**

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click http://fresnostate.edu/adminserv/smokefree/index.html
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.
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