



EMPLOYMENT OPPORTUNITY

PROGRAMMER/ANALYST I (System Analyst)

The UCLA Center for Health Policy Research is looking for a talented and self-motivated Systems Analyst to maintain the Center's end-user IT infrastructure in a Microsoft Windows environment. The incumbent will assist in maintaining and updating the UCLA Center for Health Policy Research's (the Center) workstations, laptop computers and printers. He/she will troubleshoot end user hardware problems and replace/repair desktop, laptop, or printer components as needed. They will develop a schedule for performing regular and frequent software and operating system security patching & routing virus scans. In addition, they will maintain current equipment, software installation, and license renewal databases.

Responsibilities:

The incumbent will setup, train, and provide end user support for audio/video presentations and conferencing using a variety of conferencing platforms such as Adobe Connect, Skype, and Zoom.

Lastly, they will provide end user training on how to use and configure various software as required and ensure that equipment inventory, licensing and usage, purchasing, and the filing of documentation for equipment at the Center and at off-site locations are in compliance with University policies.

Qualifications:

- BS in Information Systems, Computer Science or an equivalent degree, or combination of education and experience.
- Demonstrated and proven expertise in managing: Windows workstations and laptops and adequately securing those systems.
- Extensive knowledge of PC hardware and Windows OS Platforms 7, 8, 8.1, and 10.
- Basic understanding of Microsoft Server Components.
- Basic understanding of Networking Protocols including DNS, DHCP, VPN, FTP, and SSH.
- Basic knowledge of a scripting language such as PowerShell, Microsoft Visual Basic, Batch, or any programming language.
- Detail oriented, organized, willing to continuously learn and improve, and a good team player.
- Strong initiative, work ethic, creativity, and task & time management skill.
- Demonstrated ability to quickly research problems when they arise, think clearly and develop a strategy to remedy the problem.
- Working knowledge of Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook.)
- Ability to install, maintain and assist users with various software packages.

- Experience using one or more video conferencing platform such as Zoom, Adobe Connect, and/or Skype.
- Demonstrate high degree of detailed accuracy in all projects, tasks and in dealings with outside vendors and collaborators.
- Demonstrated ability to write clear, precise, and grammatically correct technical documentation and status reports.
- Demonstrated skill in organizing a complex workload, and ability to plan and prioritize the work, seeking and applying new knowledge in solving problems as needed.
- 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.
- Good interpersonal skills to work cooperatively and effectively with both technical and non-technical faculty, students and staff.

Other Details:

Full-time, Contract position. Salary: \$21.75 - \$34.62 per hour. Salary commensurate with experience. Excellent benefits. Equal Opportunity Employer.

How to Apply: <https://hr.mycareer.ucla.edu> search for Requisition #29037.