



Patrick Barnes

December 16, 2022



Dear Patrick:

I am pleased to offer you the position of IT Technician for Associated Students Inc., California State University, Fullerton.

Attached you will find a job description, which outlines the specific duties for the position we are offering you. Also listed below are employee benefits and other specifics of your employment with Associated Students Inc., California State University Fullerton. Your responsibilities are provided in the attached job description and include other duties as assigned by your immediate supervisor, or other member of ASI Management.

- 1) In this non-exempt role your hourly compensation rate will be \$32.00. You will be classified as a non-exempt employee, which means that you will be eligible for overtime pay. Overtime pay is calculated after you have worked in excess of eight (8) daily hours in a single workday and beyond forty (40) non-overtime hours in a single workweek.
- 2) You will report to Ron Gonzales, System Administrator and he can be reached by email at rogonzales@fullerton.edu or 657-278-7541.
- 3) Your work schedule will be 8:00am-5:00pm, Monday through Friday unless circumstances warrant adjusting that schedule, and being approved by your immediate supervisor. You are required to take at least a 30 minute unpaid lunch break, to begin by the end of the 5th hour of work, and you will be entitled to 2-10 minute paid rest breaks in an 8 hour shift. The timing of those rest breaks should be agreed upon between you and your immediate supervisor.
- 4) Your first 90 days of employment with Associated Students, CSUF, Inc. is considered an Introductory Period. Completion of the Introductory Period does not guarantee continued employment for any specified period of time.
- 5) Your employment is At-Will, meaning you are free to leave Associated Students, CSUF, Inc. at any time, without cause and/or notice, and Associated Students, CSUF, Inc. likewise has the right to terminate your employment at any time, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.
- 6) Benefits include accrual of 6.67 hours of vacation and 8 hours sick leave per month. You will be eligible to participate in the health, dental, and vision insurance program the first day of the month following your effective date of employment.
- 7) Our offer to hire you is contingent upon the following:
 - (a) Submission of satisfactory proof of identity along with your legal authorization to work in the United States. A list of the documents to verify your identity and your authorization to work in the United States is available at the U.S. Citizenship and Immigration Services website: <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents> Details as well as instructions regarding your personal documentation are provided through this link. Please bring your documents with you on your first day of work. Failure to provide sufficient proof of identity and work authorization may delay your start and could potentially invalidate this offer of employment.
 - (b) As a requirement of your employment on the CSU Fullerton campus and in order to add you to the CSU-Fullerton systems and directories, you will be required to produce your Social Security Card.
 - (c) Your employment is also contingent upon acceptable screenings prior to your first day of employment.

These include:

- (i) Reference Check
- (ii) Pre-Employment Screening
- (iii) LiveScan Screening

- 8) Proof of compliance with the CSU COVID-19 vaccine and booster is required. This consists of submitting proof of vaccination to Associated Students Inc., CSUF on your first day. If you have a medical condition or religious reason that prevents you from receiving a COVID- 19 vaccination, you may file for an exemption through Human Resources. Associated Students Inc., CSUF Management will review your exemption and determine whether your exemption will be approved.
- 9) Effective date of hire, you will be automatically enrolled in CalPERS Retirement at Tier 3, where 7.003% of your salary will be deducted from your paycheck on each pay date. The current PEPR calculation is 2% at 62. If you have any further questions, please contact CalPERS directly.
- 10) Although your initial assignment is in the Information Technology department, you may be transferred to another department as business needs dictate.
- 11) Following the receipt of your signed acceptance of this offer letter and job description along with the completion of all contingencies listed in section 7 of this letter, unless otherwise negotiated, you may begin your employment with Associated Students Inc., CSUF. Your start date will be 12/26/2022.

If you agree with and accept the terms of this employment, please sign below, and return this letter to our office.

It is with great pleasure that we welcome you to the Associated Students Inc., CSUF team. We look forward to a mutually successful business relationship. If there is anything that we can do in order to make your employment with Associated Students Inc., CSUF successful and enjoyable, please don't hesitate to contact me, your supervisor, or ASI Management.

Sincerely,



Andrea Okoh
Human Resources Director
Associated Students Inc., CSU Fullerton
657-278-7060

CC: Dr. Dave Edwards, ASI-CSUF Executive Director

I, _____, accept the terms of this offer of employment as stated in this letter, meaning you are free to leave Associated Students, CSUF, Inc. at any time, without cause and/or notice, and Associated Students, CSUF, Inc. likewise has the right to terminate your employment at any time, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.

Accepted by: _____ Date: _____



**Associated Students Inc.,
California State University, Fullerton
Job Description**

Job title: IT Technician

Comparable:

Work Location: CSUF Campus, Fullerton, CA

Division/Department: Information Technology

Reports to: Systems Administrator

Supervisory Position

☐ Yes
☒ No

☐ Exempt
☒ Non-Exempt

☒ Staff
☐ Student

☒ Full-time
☐ Part-time

Essential Duties and Responsibilities:

Under the supervision of the Systems Administrator, the IT Technician supports computer hardware and software related tasks for the corporation's administrative and operational units. The IT Technician assists users in the installation, configuration, troubleshooting, and repair of desktop hardware and applications. The IT Technician also assists the Systems Administrator in maintaining the corporation's on-site and cloud based systems and working with campus IT and outside vendors to resolve technical issues.

Diversity, Equity and Inclusion are core values of Associated Students Inc. CSUF. We believe that the educational environment is enhanced when diverse groups of people with diverse ideas come together to learn. All ASI staff will support ASI's DEI plan in all programming, services and interactions.

- Support the configuration and administration of Windows and Apple/Mac networked client workstations and servers for 100+ users including installation and maintenance of hardware and software applications on premise and cloud-hosted, and desktop computing
- Assist ASI computer users with computer hardware and software problems
- Utilize ASI helpdesk ticketing system to track user interactions for various user requests and reported issues
- Provide positive and prompt response to user requests and tickets
- Assist in analyzing program failures and recommend appropriate recovery actions
- Submit and monitor campus IT work requests on behalf of the corporation, as necessary
- Perform various other basic computer hardware/software related tasks as directed by the Systems Administrator
- Communicate with outside vendors, as directed, to resolve technical support related issues
- Assist in management of all servers used by the corporation, to include user accounts, network file shares and server application management
- Assist in documenting operations procedures and installation methodologies and modifications
- Support the planning and implementation of training programs for all users on software, technology, and standard user practices related to information technology and related systems and requirements
- Participate in various meetings and committees with internal stakeholders, campus IT areas, and vendors, as directed, to support effective progress and collaboration in regards to the corporations information technology and related systems
- Keep current with changing technologies in the computer industry
- Maintain strict adherence to safety regulations and attend safety meetings as scheduled

Education and/or Work Experience Requirements;

- Associate's degree in Computer Science, Business, Information Systems, or related field
- At least 2 years of relevant and progressive experience in computer hardware and software support

Knowledge and Abilities:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers, and effectively work with people with diverse technical skill levels.
- In-depth experience supporting various Windows workstation versions and Windows server versions including the roles of system administration, management of systems in a Microsoft client/server environment
- Strong troubleshooting skills with hardware and software and peripherals
- Computer communications and networking experience; ability to troubleshoot issues from desktop to server / service
- Experience upgrading computer operating systems and software packages, reinstalling, uninstalling procedures / processes
- Basic understanding of basic web server interworking
- Basic understanding of Active Directory
- Working knowledge of computer networking stacks: IP, TCP, UDP
- Basic experience with HTML
- Excellent computer proficiency (MS Office – Word, Excel and Outlook).
- Must be able to work under time constraints and meet deadlines while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Required to be a mandatory reporter and sign ASI's Mandatory Reporter Form.

Additional Requirements:

Ability to:

- stand and walk for extended periods; reach for tools and supplies; manual dexterity and eye-hand coordination; lift objects weighing up to 50 lbs.; ability and willingness to work from ladders and other elevated or confined spaces; corrected hearing and vision to normal range; verbal and written communication; use of motorized vehicles; use of hand and power tools; stoop, kneel, crouch, crawl and climb.
- Safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Must be able to talk, listen and speak clearly on telephone.

Print Employee Name:**Employee signature:****Date:**