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Job History/Status

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Last Action Approved:	Position Mgmt Update
Last Action Effective Date:	1/21/2026

Organization Details

Business Unit (Location):	SBCMP
Department Code	EAPQ
Department Name:	EAPQ (EDUC ABROAD PROGRAM LOC Q)
Division Name:	Chancellor
Department Profile (Specific Information about Department/Program):	<p>The University of California Education Abroad Program is a UC, systemwide, academic program. Through international academic experiences, the University of California Education Abroad Program (UCEAP) inspires students to explore and transform their lives, UC, and the world. Since 1962, UCEAP has served as the UC systemwide study abroad program. In support of this mission, it has served over 100,000 students across all ten UC campuses and over 50,000 Reciprocity (international) students. UCEAP is committed to promoting excellence through diversity, equity, and inclusiveness. Recognizing that diversity is integral to the University’s achievement of academic excellence, UCEAP upholds the principle of equal opportunity for all, adheres to the University of California Diversity Statement, and strives to create an environment that is welcoming for all. UCEAP typically has over 6,000 student participants annually, is active in over 40 countries worldwide, and welcomes about 1,500 Reciprocity students to the University of California. Sustained by strong academic excellence, spirited faculty collaboration, and an interrelated support system, UCEAP produces future global citizens and thought leaders. uceap.universityofcalifornia.edu</p>

Position Details

Position ID:	41223817
UC Payroll Title:	BUS TCHL SUPP ANL 3 TX (007358)
System Title:	Business/Tech Support Analyst 3 TX (41223817)
Working/Business Title:	Network/SystemsTechnical Support Analyst
CT Job Family:	Information Technology
CT Job Function:	Business Technical Support
Classified Indicator Descr (Pers Prog):	PSS
Salary Grade:	STEPS
FLSA Status:	Exempt
FLSA Override:	
Employee Class (Appt Type):	2 - Staff: Career
Rehired Retiree?	No
Union Code (Collective Bargaining Unit):	TX-Technical Professionals
ERC (Empl Rels Code):	E-All Others - Not Confidential
% of Time (i.e. 100, 75, 43.5):	100
Working Days and Hours:	M-F, 8-5 Pacific Time or Similar Schedule
Work Location (building, office, room number, cubicle):	UCEAP
Eligible for Remote or Hybrid Work?	Yes
Type of Remote or Hybrid Work Arrangement:	Hybrid (Both UC & Non-UC locations)

Other type of remote or hybrid work arrangement:	On-site position; eligible for periodic approval to work hybrid as operational needs permit.
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SUPERVISION

Name of Supervisor:	Scott Kasai
Supervisor's Payroll Title:	Reclassification to SYS ADM 3 TX (004699) Pending
Name of Department Head:	Dan Waite

Level of Supervision Received

GENERAL SUPERVISION

JOB SUMMARY

General Summary of Job Duties and Responsibilities

Reporting to the Senior Network and Systems Administrator, designs and manages highly complex Local Area Networks (LANs) at the System-wide Office and Study Centers abroad. These networks combine local and remote servers, cloud-based services, user desktops, laptops, and communication devices to integrate operations in UCEAP's Systemwide Office and Study Centers abroad.

Coordinates with the CIO/Director of IT, who is significantly involved in prioritization and goal setting as they pertain to UCEAP's network operations. Assists with developing and monitoring the UCEAP IT information systems and network operations budget, policies, and procedures. Provides leadership in planning, technical oversight, and setting standards for all aspects of IT network and desktop operations at the Systemwide Office and UCEAP's international offices. Responsible for the planning, developing, and managing complex, multi-domain Microsoft Windows Active Directory infrastructures. Ensures smooth operations of UCEAP's 24/7 technical services and applications across distributed environments.

The following 3 paragraphs reflect the information on the CT Job Standard and are for reference only.

CT Job Function Summary

Typically found in large central departments serving multiple departments or units, this family involves providing day-to-day advanced consultation, training, instruction and troubleshooting / problem-solving to technical staff and end users for hardware, software, network and related computer systems, handheld and peripheral devices and ensures their operation for individuals and groups of computer users. Analyzes, recommends, installs, configures and evaluates systems and tools for internal and end user use. Develops and conducts tests of hardware and software and reports on configurations and behavior. Develops and provides technical documentation and training. Assesses needs and recommends hardware and software acquisitions and upgrades.

CT Generic Scope Description

Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

CT Custom Scope Description

Applies skills as a seasoned, experienced business / technical support professional with a full understanding of industry practices and unit / department policies and procedures, computing policies and business needs to provide technical solutions to a wide range of issues. Demonstrates effective judgment in selecting methods and techniques for obtaining solutions. Evaluates and tests new technologies including performing simple to moderate cost / benefit analyses. This title is bargaining unit only. There should never be an uncovered position.

Essential Functions and Duties

Order of Importance	Function	Duties	% TIME
1	Network Operations Leadership	Prioritizes and sets goals for UCEAP's network operations.	40%

		<p>Responsible for developing, managing, and supervising a complex, multi-domain Microsoft Windows Active Directory infrastructure.</p> <p>Manages and maintains cloud-based infrastructure utilizing Microsoft Azure, Dynamics 365, Office 365, and Power BI.</p> <p>Design and manage highly complex LANs at the System-wide Office and Study Centers abroad.</p> <p>Supervises and directs the work of on-site technical staff to accomplish objectives and provide daily user and technical support.</p> <p>Provides leadership in planning, technical oversight, and standards for IT network and desktop operations.</p> <p>Manages purchasing, maintenance, and technical support for UCEAP's network and Study Centers.</p> <p>Collaborates with local and remote consultants/vendors to support UCEAP operations across geographically distributed office networks.</p>	
2	Network Operations and Administration	<p>Develop goals and long-term planning and set priorities for installing and managing UCEAP's network infrastructure.</p> <p>Manages Microsoft Windows 2016-2022 Servers running IIS, SQL, Palo Alto, SharePoint online, DNS, DHCP, Remote Desktop, Active Directory, Azure Active Directory and VMWare.</p> <p>Supports hardware infrastructure, including Dell servers and switches, Datto backup local and cloud service, Cisco routers, Barracuda Cloud email filtering and backup, Juniper VPNs, and more.</p> <p>Manages and monitors daily backup systems, network security, and implements antivirus, intrusion testing, and logging.</p> <p>Updates and maintains network system security and keeps professional skills and certifications current.</p> <p>Establishes relationships with vendors to support UCEAP and negotiate best pricing.</p> <p>Collaborate with the IT team to implement new technologies and solutions for UCEAP.</p> <p>Special projects and other duties as necessary/assigned.</p>	30%
3	Study Center IT and Systemwide Office Support	<p>Supervises and manages IT operations at international Study Centers in over 20 countries.</p> <p>Optimizes IT costs and ensures system integrity, data security, and smooth network operations.</p> <p>Manages IT infrastructure, software support, and policy/procedure establishment at Study Centers.</p> <p>Develops and coordinates hardware and software upgrades, offering technical guidance.</p> <p>Provides local and remote desktop support and manages IT-related purchases for Study Centers.</p>	30%

Non-Essential Duties

Other Requirements - Applies to all Positions

- Performs other duties as assigned
- This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the organization.
- Complies with all policies and standards
- Complies with all principles of community at the University of California, Santa Barbara. UCSB is a diverse community comprised of individuals having many perspectives and identities. We come from a multitude of backgrounds and experiences, with distinct needs and goals. We recognize that to create an inclusive and intellectually vibrant community, we must understand and value both our individual differences and our common ground. The UCSB Principles of Community embodies this commitment, and reflects the ideals we seek to uphold.

QUALIFICATIONS

Education Requirements for this Position

List the education requirements for this position.

Education Level	Education Details	Required/ Preferred	And/Or
	AA/AS or BA/BS degree in related area or equivalent combination of experience/training	Required	

Work Experience

Experience	Experience Details	Required/ Preferred	And/Or
	<p>Four or more years performing the following: Extensive experience using Active Directory Domain Services including DNS, group policies, AD Security using Microsoft Server/servers Power Shell</p> <p>Experience conducting hardware and software tests, analyzing test results and producing reports of conclusions and recommendations</p>	Required	
	<p>Experience at providing technical and administrative work direction</p> <p>Experience developing and administering formal technical training to users at a variety of levels</p>		

Knowledge, Skills and Abilities for this Position

KSAs

Working knowledge using Cisco routers switches and firewalls.

Skills and abilities necessary to complete the most technical business / technical support functions.

Demonstrated skill in configuring, troubleshooting and supporting end user client systems including desktop, laptop and mobile computing devices.

Demonstrated ability to construct and execute test plans for hardware and software.

Broad knowledge of IT-related products and services.

General knowledge of other areas of IT. Working knowledge of enterprise system functions, dependencies and interactions and ability to use this information to troubleshoot.

In-depth knowledge of server internals, especially as needed for troubleshooting and isolating issues.

Advanced skill at creating technical documentation for complex processes and applications.

Demonstrated skill in configuring, troubleshooting and supporting end user client systems including desktop, laptop and mobile computing devices.

Knowledge, Skills and Abilities for this Position

KSAs

Working knowledge of enterprise system functions, dependencies and interactions and ability to use this information to troubleshoot.

Working knowledge of organization computer requirements, recommendations and policies including security standards.

Demonstrates problem-solving skills. Working knowledge of desktop and business / technical support systems.

Demonstrated judgment to escalate issues appropriately. Thorough knowledge of desktop and business / technical support systems, including: Microsoft operating systems Windows 2008 ? Windows 2016 Networks, protocols, and standards including Ethernet, TCP/IP, DNS, DHCP, SMTP and SNMP Core software applications, including Active Directory, Exchange Server, IIS, SQL Server, Clustering, file/print services, backup/restore technologies, group policy and PowerShell scripting Dell hardware, Microsoft office Suites and datacenter operations Installing, configuring and maintaining all manners of server hardware and associated network environment Server performance tuning and monitoring tools Hands-on software and hardware troubleshooting techniques Installation, configuring and deploying techniques for Microsoft servers/ clusters

Working knowledge of: Hyper-V infrastructure Windows server administration and integration Cisco, Dell Switches, servers and switches functions Perfmon and 3rd party monitoring and altering tools Industry security training and experience Mobile computing technologies Virtual desktop deployments Cloud bases technologies including Azure, Office 365, and Backup

Demonstrated skill at project management processes.

Ability to: -Effectively prioritize and execute tasks in high-pressure environment

Conduct research into systems issues and products as requires

Effectively communicate ideas to technical and not technical audiences

Communicate effectively verbally and in writing Requires interpersonal skills in order to work with both technical and non-technical personnel at various levels in the organization.

Demonstrated skill providing technical training to users at various levels of skill.

Ability to Elicit and communicate technical and non-technical information in a clear and concise manner.

Driver's License Requirement

Does the position require a driver's license?	No
Does the job demonstrably require driving as a core function?	No
Can the essential tasks of the role be performed adequately without driving?	Yes
If driving is required, would using alternative transportation (like public transit, carpooling) significantly impact the employee's ability to perform job duties in terms of time and cost to the employer?	N/A
If required to drive, will use of a university vehicle be required?	N/A
Will use of a personal or non-UC vehicle be required?	N/A
Will the position be required to drive frequently (more than 10 hours month)?	N/A
Will position be required to drive outside of city or county limits?	N/A
Will position need to register with the California Pull Program?	N/A

UC Core Competencies

The core competencies below apply to all UC staff employees, regardless of location, level or role within the University. They are aligned with the mission, vision and values of the University and its locations.

<i>Achieving Results through Continuous Improvement</i>	Strives for high-quality performance in self and the organization. Takes initiative in an ongoing effort to improve products, services or processes to deliver optimum results. Is resourceful, seeks alternatives and broad input; measures outcomes.
<i>Achieving Results through Continuous Learning</i>	Demonstrates responsibility and ownership for one's job and career path by identifying and expanding skillsets needed to perform successfully on the job. Consistently works to learn and increase knowledge. Asks for help when needed, admits mistakes and is open to feedback.
<i>Achieving Results through Problem Solving</i>	Anticipates and identifies problems; conducts appropriate analysis to understand stakeholder interests. Generates and evaluates alternative solutions. Takes thoughtful risks.

Achieving Results through Service Focus	Values and delivers high quality, professional, responsive and innovative service to all customers. Establishes and maintains positive, long-term working relationships.
Building Relationships through Belonging and Community	Models, fosters, and promotes the University of California Principles of Community. Demonstrates empathy and respect for all people regardless of differences; promotes fairness and equity. Cultivates, champions, embodies, embraces, and supports a sense of diversity, equity, inclusion and belonging.
Building Relationships through Collaboration	Interacts with others in ways that demonstrate collaboration and cooperation. Builds partnerships with others to achieve organizational results. Cultivates, builds and maintains positive relationships across the organization.
Building Relationships through Communication	Clearly and effectively shares information both orally and in writing. Uses the most appropriate and effective medium for communicating. Adapts and adjusts messages in line with audience experience, diversity and background. Seeks input and actively listens; checks for understanding of messages.
Creating the Future through Change Agility	Anticipates and adapts to change. Supports change initiatives by energizing others at all levels and ensuring continued commitment when faced with new initiatives. Demonstrates tolerance and adaptability when dealing with ambiguous situations. Effectively plans for change and deals with setbacks through flexibility and resilience.
Creating the Future through Mission and Vision	Focus Shows understanding of and commitment to the UC mission and vision.
Creating the Future through Stewardship	Demonstrates accountability, discretion and sound judgment when utilizing tangible and intangible University resources to ensure the public trust.

Functional Competencies - Optional

Competency	Level	Competency Description
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Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirements	Never 0 Hours	Occasional Up to 3 Hours	Frequent 3 to 6 Hours	Continuous 6 to 8+ Hours	Is Essential
Standing		X			
Walking		X			
Sitting			X		
Bending		X			
Squatting		X			
Kneeling		X			
Crawling	X				
Body positions other	X				
Climbing stairs	X				
Climbing ladders	X				
Climbing other	X				
Waist twisting	X				
Repetitive hand/arm use			X		
Fine finger manipulation		X			
Simple grasp		X			
Power grasp	X				
Gross manipulation	X				
Lifting below waist 0-20 lbs		X			
Lifting below waist 21-30 lbs	X				

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirements	Never 0 Hours	Occasional Up to 3 Hours	Frequent 3 to 6 Hours	Continuous 6 to 8+ Hours	Is Essential
Lifting below waist 31-60 lbs	X				
Lifting below waist over 60 lbs	X				
Lifting above waist 0-20 lbs		X			
Lifting above waist 21-30 lbs	X				
Lifting above waist 31-60 lbs	X				
Lifting above waist over 60 lbs	X				
Reaching shoulder height		X			
Reaching overhead		X			
Reaching below shoulder height		X			
Carrying 0-20 lbs		X			
Carrying 21-30 lbs	X				
Carrying 31-60 lbs	X				
Carrying over 60 lbs	X				
Pushing 0-20 lbs	X				
Pushing 21-30 lbs	X				
Pushing 31-60 lbs	X				
Pushing over 60 lbs	X				
Pulling 0-10 lbs	X				
Pulling 11-25 lbs		X			
Pulling 26-50 lbs		X			
Pulling 51-75 lbs	X				
Pulling over 75 lbs	X				

Environmental Requirements

The environmental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Exposures	Never 0 Hours	Occasional Up to 3 Hours	Frequent 3 to 6 Hours	Continuous 6 to 8+ Hours	Is Essential
Background noise	X				
Chemicals or toxic substances	X				
Combative patients	X				
Dim or bright lighting	X				
Dust, fumes or gases	X				
Latex	X				
Loud noise	X				
Marked changes in humidity	X				
Marked changes in temperature	X				
Microwave	X				
Moving machinery	X				
Radiation	X				
Works in confined quarters	X				
Exposures other	X				
Ability to differentiate color	X				
Operating motor vehicles: Running, maneuvering, navigating, or driving personal vehicles or UC-owned and/or	X				

Environmental Requirements

The environmental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Exposures	Never 0 Hours	Occasional Up to 3 Hours	Frequent 3 to 6 Hours	Continuous 6 to 8+ Hours	Is Essential
commercial vehicles, such as golf carts, trucks, vans, aircraft, or water craft.					
Operating motorized equipment: Running, maneuvering, navigating, or driving mechanized equipment, such as lawn mowers, forklifts, tractors, or earth moving equipment.	X				
Use of protective equipment	X				
Miscellaneous other	X				

Blood/Fluid Exposure Risk

The exposure described here is what can be expected of an employee in performing the essential functions of this job.

X Category 3: Tasks involve no exposure to blood, body fluids or tissues. Category 1 tasks are not a condition of employment.

Mental Requirements

The mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Exposures	Never 0 Hours	Occasional Up to 3 Hours	Frequent 3 to 6 Hours	Continuous 6 to 8+ Hours	Is Essential
Oral communication			X		X
Perform calculations			X		X
Read/Comprehend			X		X
Reason and analyze			X		X
Write			X		X
Mental demands other	X				

SPECIAL CONDITIONS OF EMPLOYMENT AND REPORTING REQUIREMENTS

Essential Elements of Critical Positions

Direct access to, and/or responsibility for, protected, personal, or other sensitive data

Reporting and Background Check Requirements

Criminal history check (U02): Satisfactory completion of a criminal history background check

Other Special Conditions of Employment

Other special conditions of employment that apply to this position:	Requires some work outside of regular business hours. May periodically be required to respond to system emergencies and critical issues outside of regular business hours, as necessary.
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