

Application

1. How are announcements being communicated to the IT community?
 - *All announcements will be communicated on the OE website: <http://oe.ucsf.edu> and on the IT website: <http://it.ucsf.edu>*
 - *Announcements will also be communicated on the IT-FORUM listserv. To subscribe to the IT-FORUM listserv please go to <http://it.ucsf.edu/services/ucsf-listserv/computing-and-application-related-listservs> and follow the instructions.*
2. Will the full job descriptions (i.e., job descriptions and IT questionnaires) be available?
 - *Yes, they will be posted to the [OE website](#).*
3. When will the senior field technician and field technician positions be posted?
 - *We are targeting mid Dec to post the positions and interviews to begin interviews in early January.*
4. Where will the positions be posted?
 - *All positions but the Desktop Engineering Manager will be posted on the [UCSF internal job board](#). The Desktop Engineering Supervisor is posted [here](#).*
5. What should I be doing to prepare to apply?
 - *There are a number of things you can do to prepare for the application and consolidation process.*
 - 1) *Talk to your manager about how this process will impact your department. If your manager needs help with this please ask her/him to contact Sian Shumway as soon as possible.*
 - 2) *Watch [the UCSF internal job board](#) for the new positions. Start working on your resume, and ask your management and customers if they will act as references.*

3) Stay engaged. Reach out to your colleagues for support and guidance. Monitor the IT-FORUM listserv for announcements and updates.

6. How many references should I line up?
 - *At least 5.*
7. What type of people should I talk to about providing references?
 - *Your supervisor or manager, a prominent customer who can speak to your customer service skills and others who will be able to provide specific information on your work.*
 - *For Field Manager applicants, you will be asked to include direct reports as part of your reference pool.*
8. How will my references be contacted? Should they write letters? Will they receive phone calls?
 - *References will be contacted via email to submit an online reference. Please do not ask them to write letters, as we will only accept submissions via the online reference tool.*
9. Brass Ring munges resumes. Can I email my resume to someone to make sure you see it in all its glory?
 - *If you upload your resume as a PDF it will be attached to your application as is, so your resume will be seen as you intended.*
10. If I'm applying for a management position, should I list members of my current staff as references?
 - *Yes, you should.*
11. Will current staff's comments be confidential when providing references for management candidates?
 - *Yes, they will. The reference tool anonymizes the responses so they will not be attributed to any one person or category of respondents.*
12. I'm not comfortable asking my current supervisor to provide me with a reference. Do you still need to contact them?
 - *For internal transfers it is the practice for the hiring manager to contact the direct supervisor.*

13. Can I apply for multiple positions?
- *Yes, you are encouraged to apply for all of the positions for which you qualify.*
14. If I apply for a manager and/or engineering position and I don't get it, will that be held against me if I apply for a field technician position?
- *No. We encourage you to apply to any position for which you are qualified and have interest. Non selection to one position will not impact your ability to be selected for another position.*
15. If I apply in the first year and are offered a position and decline it, can I reapply in the second year?
- *Yes. You can apply to any posted position for which you are qualified at any time in the process.*
16. If I am offered a position in the first year and I decline it, will that be held against me if I reapply in the second year?
- *No*
17. If I apply in the first year and I'm not offered a position, can I reapply in the second year?
- *Yes*
18. If I apply in the first year and I'm not offered a position, will that be held against me if I reapply in the second year?
- *If you are not offered a position in the first year, we encourage you to apply in the second year. Non selection at any point in the process will not be held against you.*
19. If I apply in the first year, and I'm offered a field technician position, can I reapply in the second year to try to get a senior field technician position?
- *Yes. You can apply to any posted position for which you are qualified at any time in the process.*
20. Do the manager positions (Desktop Engineering Manager and Field Service Manager) require previous supervisory experience?
- *Yes. Please review closely the posted requirements of the positions.*

21. Will people without prior supervisory experience be given a shot at the supervisory positions if they aren't filled with UCSF candidates before they open them up to external candidates?
- *No. Supervisory experience is a minimum requirement for the posted supervisor positions.*
22. Will there be a skills assessment test, or will technical skills be assessed in the interview?
- *We will certainly assess technical skills in the interview and are still reviewing whether we can add a technical assessment to the process.*
23. What if an employee is on leave during interviews?
- *Employees should be neither advantaged nor disadvantaged by the leave. The same rights/responsibilities will apply to individuals on leave as other employees.*
 - *If an employee has been on a sustained leave and is unaware of the ITS desktop reorganization, the supervisor should contact the employee directly to explain the process and timeline.*
 - *If an employee is interested, s/he should be encouraged to apply for the position(s) in question.*
 - *If an employee is qualified and an interview is the next step of the process, if s/he is unable to attend in person, the employee should be given the option of interviewing by phone.*
 - *If an employee is selected for a position, the job would be held until s/he is released to return to work.*
 - *If an employee requires accommodations when s/he is released to return to work, the interactive process will proceed*

Hiring

24. What is the interview process?

- *The interview process will vary depending on the level of the position. Senior level positions will go through a panel interview with many key stakeholders and the direct manager of the position, Staff positions will undergo an interview by the a smaller group of stakeholders and the direct manager.*

25. What happens if I am on vacation during interviews?

- *We intend to work with all candidates selected for interviews to accommodate schedules. We expect candidates interested in working in the new organization to be flexible and attempt to be available by phone or Skype during the interview period to the extent possible.*

26. How important is the interview? Won't reputation, history, and references be sufficient?

- *The selections will be based on many factors, including your resume, your interview, reference checks and review of your personnel file.*

27. If non-union field technicians do not apply for a position, is that considered a resignation or lay off?

- *In the event an applicant does not receive a job offer, the applicant's current department will determine whether or not to retain the individual in his/her current department. Unsuccessful applicants whose departments are unable to retain them will face layoff, according to PPSM layoff policies and procedures.*

28. Will I be offered a single salary, or will I keep my current salary?

- *If your current salary is above the salary range for the new position you are hired into, your salary will remain the same unless that salary is more than 5% above the salary range*

maximum. In that case, your salary will be set within 5% of the salary range maximum.

29. What does red circling mean?

- *If your current salary is above the salary range of your new classification then your salary is frozen until the top of the range exceeds your salary. Red circling of an employee's current pay rate is done on a case by case basis and will be a decision made between the hiring managers and human resources.*

30. When will I know whom I'm working with, and for?

- *Management and engineering positions will be hired first, so when interviews start for field technicians you will know who the managers are, and probably which campuses they will serve.*

31. When will I know where I'm working, and whom I'm supporting?

- *When we offer positions we will ask where you want to work, and who you want to support. We will take these considerations into account when creating the field support teams.*

32. If I decide to drop out of the process after finding out who the supervisor is, and reapply in the second year, will this be held against me?

- *No*

33. If you have more than enough qualified candidates for some positions, do those not offered positions in the first year get preferential consideration for the next round of hiring?

- *No*

34. Will more senior employees get preferential hiring or have bumping rights?

- *No*

Organization

35. How many field service teams will there be? Where will they be located?
- *There will initially be 5 site-based teams. The size and main location focus of these teams may change over time, based on customer populations.*
 - 1) *Parnassus*
 - 2) *Laurel Heights and Mount Zion*
 - 3) *Mission Center Building*
 - 4) *San Francisco General Hospital*
 - 5) *Mission Bay, 654 Minnesota Street, China Basin Landing, 50 Beale Street, 220 Montgomery, Executive Park, Oyster Point*
36. Will teams be housed together at each site?
- *This depends on the site. We want to maintain as many support relationships as possible through the transition, so some technicians will continue to work in close proximity to their customers.*
37. How will space be allocated?
- *We will make an effort to create a shared space at each location grouping where teams can gather and be co-located. This will not always be possible and teams may be split amongst several spaces.*
38. Will field technicians have to be on-call?
- *We anticipate that technicians may be on-call after hours on a rotational basis.*
39. Will field technicians rotate between locations?
- *Over time yes, to provide a wide range of experience for our staff. However, transitions will be methodical and planned to not disrupt service to customers.*
40. Will field technicians rotate to the Service Desk?

- *Yes, we anticipate that Field Technicians will rotate through the Service Desk and overtime Service Desk technicians may rotate into the field.*
41. What's the purpose of rotating technicians through the Service Desk?
- *To increase Service Desk knowledge and increase first call resolution. IT Field Services is an extension of the IT Service Desk and having both teams understand workflow will improve service to the campus.*
42. Will all field technicians rotate to the Service Desk, including senior field technicians?
- *Yes.*
43. When technicians rotate to other locations or to the Service Desk, how will you arrange coverage?
- *By increasing the ability to resolve issues at the Service Desk, less tickets will be sent to the field.*
 - *We'll coordinate closely within our teams to provide coverage.*
44. How many people are going to be affected by this consolidation?
- *It is difficult to know the exact number because departments will make individual decisions about staffing decisions. For example, a person in a department doing 50% desktop support and 50% web support, may have their position transition to 100% web support and be unaffected. However, there will be departments that eliminate staff doing desktop support.*
 - *Based on survey data collected during the OE Desktop Support Consolidation workgroup, it was estimated that there were approximately 180 staff doing desktop support at some percentage. The FTE count was approximately 100.*
45. What is the expected participation level across (i.e., how many customers does 74 FTE cover)?

- *Pending approved service levels as monitored by the IT Field Services Advisory Board, the staffing model will support all of campus.*
46. When the UCSF Medical Center joins the IT Field Service after 2014, will more jobs be posted?
- *The current staffing model is just for the campus side, so we will need to add positions to staff Medical Center. We have not yet determined staffing levels and will begin working with the Medical Center in 2013 to develop that plan.*
47. Will I be provided with a mobile device?
- *Field Technicians will have smart phones.*

Department Logistics

48. How will departments whose employees are split between the UCSF Medical Center and Campus be supported?
- *This is something we are aware of and currently working on. We anticipate that teams will have access to provide support in either environment.*
49. When and how will departments be consulted on when they would like to transition to the new service?
- *We're beginning outreach to department administrators and MSOs to identify areas to focus on. If you would like to consult with us earlier, please email [Sian Shumway](#).*
50. What support will be provided to departments who are losing IT staff?
- *We will work closely with departments to minimize impacts. We will have trained contract staff to help back fill in departments who need/want support.*

51. There are departments with faculty and staff at multiple locations at multiple campuses. If a customer moves from campus to campus, will they need to work with different technicians?
- *To some extent yes, but we want to minimize the number of support staff you interact with for continuity of service. For example, you may receive support from 2-3 people at Mission Bay and when you work at Parnassus, it will be another handful of field techs supporting you.*
52. For departments that retain specialized IT support, will local IT staff have administrative rights to devices?
- *Yes. In order to allow a department's full range of support, we realize we'll have to share and coordinate access to machines. A great example of this is in Facilities Services where their IT staff retain administrative access to machines in order to provide specialized application support.*
53. How will you be soliciting feedback from customers and technicians during the transition?
- *We will proactively engage customers through the transition period and beyond. We will do that via in person meetings and surveys. Additionally, the IT Field Services Advisory Board is available to collect feedback and make recommendations to the service.*

Enabling Technologies

54. What are the plans for asset management?
- *We will use Service-Now for asset and configuration item (application, service) management. We are working on integrating endpoint management solutions (Big Fix, Casper Suite) with Service-Now to automate asset management as much as possible.*

55. Will local IT staff have access to the infrastructure and tools built by the IT Field Service?

- *Yes. We encourage all UCSF IT staff to use the same desktop engineering (imaging, patch management, reporting) and service desk (ticketing, change control, remote access) tools. There will be no charge to local IT staff to use these tools, now or in the foreseeable future.*