CNSU IT Specialist I → II Promotion Criteria

To be promoted from IT Specialist I to IT Specialist II at California Northstate University (CNSU), a staff member must demonstrate proficiency in at least 4 out of the following 6 core IT areas.

Core Proficiency Areas (Choose 4 of 6):

1. Client/Desktop Support

- - Supports Windows 10,11/macOS desktops independently.
- - Handles software installs, OS imaging, printer/peripheral setup.
- - Manages device policies via Intune, Office 365, SCCM or GPO.
- - Provides support and administrative assistance for ExamSoft and Canvas, including user issues, exam setup, and access control.

2. Networking

- - Understands TCP/IP, subnets, VLANs, DHCP, DNS.
- - Configures basic switch, AP, and firewall settings (e.g., Ubiquiti, Arista NG).
- - Diagnoses and resolves wired/wireless connectivity issues.

3. Programming / Scripting

- - Writes PowerShell, Python, or batch scripts to automate tasks.
- - Maintains internal tools, integration scripts, or SIS-related utilities.
- - Understands version control (Git) and script documentation practices.
- - Writes and executes SQL queries for data manipulation, reporting, or system integration.
- - Supports or develops internal websites using HTML, JavaScript, and PHP (e.g., CMS tools, static pages, intranet).

4. Server and Database Administration

- - Manages user accounts, OUs, and policies in Active Directory.
- - Supports Windows Server, Hyper-V, and backup/restoration tasks and updates.
- - Executes SQL queries and helps with basic database maintenance (e.g., CAMS, SIS).

5. Security

- - Applies security practices (e.g., BitLocker, MFA, patching).
- - Enforces access policies, conducts permission audits.
- - Responds to phishing, endpoint alerts, and device compliance issues.

6. Elective Specialization

- - SIS/LMS Administration (CAMS, Canvas, Mediasite, Yuja).
- - VoIP/Zoom/AV systems support.
- - Cloud Administration (Azure AD, M365, Google Workspace).

- - Mobile Device Management (Intune, JAMF).
- - Project Leadership (small deployments, documentation, ITIL awareness).
- - Artificial Intelligence tools and automation.
- - Cybersecurity incident response, tools, and best practices.

Evaluation Method

- - Supervisor validation of proficiency in each area (via tickets, projects, etc.).
- - Written self-assessment encouraged.
- - Performance review to confirm readiness.

IT Specialist I

$31-$40/hr

The position of IT specialist is the starting for any career in CNU IT

To qualify you must have a current certificate of competency or exhibited 3 years progressive experience in Desktop Support, plus two other listed competencies.

IT Specialist II

$35-$44/hr

After minimum 12 months experience in the Specialist I category an applicant must exhibit proficiency or have acquired certification in at least 1 additional job category. An IT Specialist II will have a total of 4 above described jobs.

IT Specialist III

$39-$48/hr

After completion of 24 months service with CNU an employee will qualify for the IT Specialist III designation. To qualify for advancement the candidate will have achieved an additional certificate of competency in 1 more field. The IT Specialist III will have a total of 5 roles from the jobs listed above.