City of Milpitas

We invite applications for the position of:

Information Technology (IT) Technician

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Annual Salary Range:	$77,843 - $94,617
Post Date:	September 16, 2019
Close Date:	**Open until filled (first application review date is October 4, 2019)**

Why Milpitas?

Located at the southern end of San Francisco Bay, Milpitas is a progressive community that is an integral part of Silicon Valley. As a full-service city of 389 full-time employees with water utility, sewer utility, police and fire services, Milpitas serves a diverse population of nearly 80,000. The city has an annual $191 million operating budget and a $315 million capital improvements budget.

Milpitas is the eighth-fastest growing city in the United States according to the US Census, and the second-fastest in California. It has the third highest job growth among the 515 qualifying cities rated by Wallet Hub. The homeownership rate is close to 70%, and the Milpitas housing market remains relatively affordable in Santa Clara County. Milpitas is often called the "Crossroads of Silicon Valley" with most of its 14 square miles situated between two major freeways (I-880 and I-680), Route 237, and a County expressway. In June 2018, Livability Magazine ranked Milpitas fifth by out of more than 2,000 American cities for "Best Cities for STEM Workers."

We encourage you to check us out at: http://www.ci.milpitas.ca.gov/

The Opportunity

The IT Technician is a technical role in the Information Technology Department. This position is responsible for providing day to day desktop support to City departments, installing, operating, and maintaining various technology equipment and peripherals. The supported equipment may include, but is not limited to, personal computers, laptops, tablets, mobile devices, telephone equipment, printers, and servers. The IT Technician may also provide routine training to the users and create documentation when requested.

What You Will Do

Duties may include, but are not limited to the following:

Perform desktop hardware, peripheral, and software configuration and installations.

Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution.

Maintains expertise in City standard hardware and software products.

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Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Assists the Department with hardware and software vendors for the proper acquisition, installation, operation, and maintenance of City desktop resources.

Installs, configures, and supports telecommunications equipment to include PBX systems, telephone devices, and voice messaging systems.

Experience and Education

Any combination of education and experience that would likely provide the required knowledge and capabilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to an AA degree from an accredited post-secondary institution in Computer Science, Information Systems or a closely related field.

Two years of experience in desktop hardware and software configuration, installation, maintenance and support, or two years of experience in the installation, maintenance and support of telephone switching and voice messaging equipment. Experience working in a public agency environment is highly desirable.

License and Special Requirements

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California Driver License is required. Possession of Cisco CCNA and/or CompTIA A+ certification is highly desirable.

Selection Process

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview. Meeting the minimum requirements listed in this job description does not guarantee advancement in subsequent phases of the selection process.

To Apply

Submit application, supplemental questions, resume, online at www.calopps.org or to the Human Resources Department, City of Milpitas, 455 E. Calaveras Blvd, Milpitas, CA 95035, (408) 586-3090.

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Classification and Compensation) or from Human Resources.

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The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process.

Candidates will receive all communications by email regarding the recruitment process, which includes, but is not limited to, application status, testing dates, and interview scheduling. If you require alternate communications, please contact Human Resources at (408) 586-3090.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Protech bargaining group. Benefits Information is available online at:

http://www.ci.milpitas.ca.gov/milpitas/departments/about-human-resources-2/benefits/

http://www.ci.milpitas.ca.gov/wp-content/uploads/2019/07/Exhibit-A-Protech-MOU-2019-2023_Final.pdf

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.

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Supplemental Questionnaire

Please answer the following questions and submit with your application. Please limit your response to one page per question.

1. Describe your experience working with Windows Operating Systems. How many years of experience do you possess working with Windows? Please rate your experience, (i.e., know enough to get by, experience, or expert).

2. Describe your experience in dealing with printers and managing print jobs? Please describe the steps for adding a network printer to a Windows Environment.

3. Describe your experience dealing with malwares and ransomwares? If you don't have any direct experience, what can you tell us about ransomwares?

4. What do you enjoy most about your current job? What do you see as the next exciting development in your position?