



We invite applications for the position of:
IT DESKTOP TECHNICIAN I/II
IT Desktop Technician I: \$67,136 to \$78,983 Annually
IT Desktop Technician II: \$74,129 to \$87,210 Annually
Plus a comprehensive benefits package

“Working at the City of Mountain View has been a great career choice for me. A culture of providing exceptional service and treating others with respect makes working here a pleasure.”-Kevin Lowenstein, IT Analyst II

Why Consider The City of Mountain View?

It's simple. We are a **passionate team of professionals committed** to providing **excellent service** to the **community** we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a J-O-B, it is a way of life for those who seek a mission-oriented culture.

About This Role

We want a highly **motivated, reliable, and skilled** individual to join the Information Technology Department for the position of IT Desktop Technician I/II with the City of Mountain View. You will join a **service-oriented, fast-paced, dynamic team environment** with a priority on **exceptional customer service**. This position provides technical support services for desktop computers and their peripherals, networks, servers and assists technical staff in providing support services; operates designated technology systems and all related component equipment, including desktop computers and related peripherals; provides problem determination support and equipment maintenance; and performs other related work as required. The regular hours for this position are from **8 am to 5 pm, Monday through Friday**. You can review the detailed job description for IT Desktop Technician I/II on the City's website [here](#).

What You Bring

IT Desktop Technician I

- Education equivalent to an associate's degree in computer science or a related field from an accredited college or university.
- One year of experience in desktop computer operations.
- Possession of or the ability to obtain a valid Class C California driver's license and maintain a good driving record.

Bonus Points

- Possession of one or more Microsoft or other IT-related certification(s).
- Experience with Citrix and/or Unidesk VDI software.

IT Desktop Technician II

- Education equivalent to an associate's degree in computer science or a related field from an accredited college or university.
- Two years of progressively responsible experience providing computer help desk service in a professional business or municipal environment.
- Possession of or the ability to obtain a valid Class C California driver's license and maintain a good driving record.

Bonus Points

- Possession of one or more Microsoft or other IT-related certification(s).
- Experience with Citrix and/or Unidesk VDI software.
- Experience migrating to Microsoft Office 365 environments.

Who You Are

- You communicate effectively with the end user community and team members.
- You are self-motivated, team oriented, reliable and able to thrive in a fast-paced work environment.
- You can prepare clear, concise, and effective correspondence, reports, and other written materials.
- You have good independent judgment.
- You are adept at juggling multiple priorities and projects in order to meet targeted deadlines.
- You are a quick learner who welcomes challenge, embraces change, is resourceful and works well both independently and with others.
- You can demonstrate competency across disciplines such as Account Administration, Networking, Project Management, Virtual Desktop Infrastructure, and Application Support.
- You take the initiative to implement corrective strategies or procedures pertaining to responsibilities.
- You have the ability to anticipate the customers' needs and deliver services effectively.

What You'll Do

- Assist employees with problems and provide recommended solutions.
- Test, deploy, troubleshoot, and maintain hardware and software.
- Provide documentation, testing, implementation and maintenance;
- Provide application and back-end system support as assigned.
- Keep current on industry development and technology.
- Interface with a diverse end-user base.
- Resolve problems and complaints in a timely manner and escalate as needed.
- May provide recommendations on desktop standards, such as hardware and software, and provide technical support for these platforms and applications.
- Manage smaller projects as the primary Project Manager and be an effective member of a team on larger ones.
- Be familiar with fundamental network and network devices, such as printers, and mobile devices.
- Transport, install, and configure desktop and technology-related equipment.
- Asset Management.

What We Offer

- Comprehensive benefits package including generous paid leave and group health coverage
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution
- Employee appreciation days and activities
- Professional Development Funds - \$800.00 annually
- Wellness culture including access to the employee gym and incentive pay for participating in the City's wellness program

Are You Ready? Apply.

Submit your application and resume online at <https://www.calopps.org> or to the Human Resources Division; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis with a first application review date of **Monday, November 7, 2019**.

Interview Process

Candidates with the most relevant qualifications will be invited to the following process:

- Depending on the number of applicants received, the first round of interviews may be conducted via Skype. Tentatively scheduled for **Tuesday, November 12th**.
- Oral board Interview (weighted 100%). Tentatively scheduled for the **week of November 25th**.
- Department interview with the Information Technology Department staff for a more in-depth discussion regarding the position and their qualifications for the position.

*Depending on the number of applications, the above process may be altered.

Fine Print.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

CITY OF MOUNTAIN VIEW
IT Desktop Technician I/II
Supplemental Questionnaire

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

1. Do you possess at least one year of desktop computer operations experience?
 - a. Yes
 - b. No

2. Please describe your experience providing system support and help desk operations. Include in your response the years of experience and your scope of responsibilities.

3. Describe your education and training as it relates to the position of IT Desktop Technician I/II. Include degrees earned, major fields of study and other appropriate and related certifications, training, and licenses. If you have no relevant education, certifications, training, or licenses please type "N/A".

4. What computer operating systems and network environments are you familiar with? Please list your expertise level for each: beginning, intermediate, or advanced.

5. Do you currently have possession of or the ability to obtain a valid California Class C Driver License and maintain a good driving record?
 - a. Yes
 - b. No