City of Milpitas

We invite applications for the position of:

Information Technology Analyst
(2 Positions)

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Annual Salary Range:	**$102,302.98 - $134,660.76**
Post Date:	**November 20, 2019**
Close Date:	**Open until filled (First application review date of December 20, 2019)**

THE COMMUNITY

Located at the southern tip of the San Francisco Bay, Milpitas is a progressive community that is an integral part of the Silicon Valley. With a diverse resident population of 78,106 the City of Milpitas sees each of the approximate 432 full-time equivalent employees as committed to accomplishing the community's vision by providing fiscally sound, superior services.

Milpitas has been recognized as one of the top 10 Best Cities for Science, Technology, Engineering and Mathematics (STEM) Workers, approximately 28% of the jobs are in the STEM category. According to the US Census, Milpitas was the 8th fastest growing city in the United States, and the 2nd fastest growing in California. Milpitas also boasts the 3rd highest job growth among the 515 qualifying cities by Wallet Hub. Milpitas is home to an industrious and well-educated community with an average household income exceeding the County average. The homeownership rate is close to 65% and the housing market in Milpitas remains affordable relative to the majority of Santa Clara County.

Milpitas is at the heart of Silicon Valley and is often called the "Crossroads of Silicon Valley" with most of its 13.63 square miles of land situated between two major freeways (I-880 and I-680), State Route 237, and a County expressway. With existing light rail and BART extension opening in 2019, the transit hub adjacent to the Great Mall facilitated high density transit-oriented development with over 2,100 units being built. There are approximately 1,790 acres, or 2.9 square miles designated for various industrial uses.

An additional 350 acres are dedicated to regional and community retail centers supporting 3.5 million square feet of commercial shops. The Great Mall of the Bay Area is the largest enclosed mall in Northern California, with approximately 1.1 million square feet of leasable space for retail and entertainment operations. Several local shopping centers service regional needs including Asian-oriented retail and services. The City provides a multitude of outstanding recreational opportunities, including aquatics, cultural arts and theater, sports leagues and activities, youth and senior programming and activities.

THE CITY GOVERNMENT

Incorporated in 1954, the City of Milpitas is a bustling general-law city supervised by a council-manager form of government. Milpitas is a full-service city which includes Police, Fire, and a water utility and sewer utility. The Council makes planning and policy decisions for residents and oversees the City's $253.2 million budget. Issues currently challenging the City include development, quality of life, and traffic.

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

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The Opportunity

This position operates and administers application server resources including provision of technical support for operating system, database, application, and emulation software to provide maximum availability and access.

What You Will Do

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

- Assists with analyzing the growth needs of the City's application server resources, to ensure the acquisition and timely implementation of required resources.
- Maintains expertise in City standard application server hardware, operating systems and software products.
- Participates in application server hardware and software acquisitions, installation and maintenance.
- Provides technical support for operating system, application, emulation and database software.
- Provides systems administration, basic database administration and technical support for the City's systems.
- Provides the security function, system backups and data recovery processes.
- Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.
- Participates on project teams to ensure successful implementation of new systems or upgrades to existing systems.
- Assists the IT Manager with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City application server resources.
- Establishes and evaluates backup strategy based on application requirements.
- Performs other related duties as assigned.

Experience and Education

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

Education:
Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems Management or a closely related field**.**

Experience:
Four years of increasingly responsible experience in the operation and administration of application server resources. Cloud Certification (Azure, AWS, GCP) and Microsoft Certification (MCSA or MCSE) is highly desirable. Experience with HP, Lenovo, or Dell Server Hardware installation and maintenance is highly desirable.

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License and Other Requirements

Possession of or an ability to obtain and maintain a valid driver's license from the State of California.

Special Requirements

Hours may include weekends, holidays and on-call rotational assignments. 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's license and satisfactory driving record is required.

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 (if applicable), resume, copies of required certificates (if applicable) 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.

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.

This recruitment is open until a sufficient number of applications have been received for interviewing purposes and is subject to close at any time without prior notice. Candidates are therefore encouraged to promptly submit their application and supplemental questionnaire response.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Mid-Con 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-Mid-Con-2019-2023_Final.pdf

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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.

Supplemental Questions

Please respond to the following questions and submit with your application. No more than one page per question.

1. Do you have experience with Cloud technology and services? If so, please describe your experience.

2. Do you have experience with enterprise backup systems? Is so, please describe your experience.

3. Please describe ways to better protect IT systems and user data from current IT security threats.

4. How do you keep up with trending technology? What resources do you use to continue learning?

5. Do you work on technology projects outside of work? If so, what exciting project have you worked on? Or, if you have special interests in certain technology, please describe.