



THE CITY OF REDWOOD CITY
INVITES APPLICATIONS FOR:

**LIBRARY INFORMATION
TECHNOLOGY
TECHNICIAN #25A-96**

SALARY:

\$7,829.03 - \$9,516.17 / Month

Close: 2/08/26 at 11:59pm
(Opened 1/15/26)

Application Process

Apply online at
www.CalOpps.org

Member Agency: Redwood City

Selection Process

In-Person Oral Board Interview
Tentatively scheduled for:

Wednesday, February 25, 2026

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Division upon submittal of application.

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job-related qualifications. The most qualified applicants will be asked to participate in the testing process, which will consist of an interview with Department staff.



ABOUT THE CITY

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by the *core values excellence, integrity, service, collaboration, inclusion, and innovation*. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication. The community is known for its inclusivity, strong engaged neighborhoods, and civic pride.

The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career as a part of a hard-working and fun Library team that fosters innovation, creativity and collaboration, we hope you'll apply.

ABOUT THE POSITION

The Library Information Technology Technician is distinguished from the Information Technology Analyst series in that the latter supports the following: computer systems for various departments' citywide, data center operations, complex networking equipment, telephony and WAN technologies. This class is further distinguished from the Library Systems Coordinator class in the latter is responsible for overall coordination of activities related to the library's information system. This role is ideal for candidates who enjoy helping others, solving technical challenges, and contributing to a welcoming and information-rich community space.

Typical tasks include, but are not limited to:

- Install, configure, upgrade and repair hardware, software, and networked equipment including modems, printers, scanners, kiosks, etc.
- Diagnose, trouble shoot and resolve complex problems with personal computers, printers, servers, software, and related equipment.
- Respond to and resolve questions and problems from users; provide technical support, user assistance and training.
- Image and roll out new workstations.
- Respond to emergency requests for equipment repair.
- Assist in the design and development of new systems; assist with integrating new programming code into existing programs to meet user needs.
- Evaluate and revise software and procedures to promote efficiency.
- Compile data and prepare summary reports.
- Answer routine in-person and telephone directional and informational questions.
- Maintain an inventory of all work activities, as appropriate.
- Install, maintain, and troubleshoot shared public use computers.
- Perform other library duties, as assigned.



BENEFITS

The successful candidate will enjoy the following benefits as:

- Public Employees Retirement System (PERS) 2%@60 for current "classic" members, 2%@62 for new members
- Health Insurance: Opportunity to select from a variety of health plans that are administered by PERS; Maximum City contribution is \$2,373.74/month
- Dental & Vision Insurance: The City pays 95% of the premium
- Life Insurance
- Employee Assistance Program
- Vacation Leave: 10-25 days per year
- Sick Leave: 12 days per year
- Paid Holidays: 18 days per year
- Bereavement Leave: up to 3 days
- Free Fitness Center access at City facilities
- Education Reimbursement Program up to \$1,500 annually
- Commuter Program: City matches up to \$100/month on commuter expenses.

CITY VALUES



THE IDEAL CANDIDATE

Will embrace the City's emphasis on excellent customer service; will be detail oriented and able to manage multiple tasks; will use initiative and independent judgment; will be good at prioritizing projects; will be a team player who likes working with a variety of City staff and the public including people of diverse socio-economic backgrounds; work onsite and in-person, and have a good sense of humor.

MINIMUM QUALIFICATIONS

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

Education & Experience

Experience: Two years of experience configuring, troubleshooting, diagnosing, repairing, and installing personal computers, printers and peripheral equipment.

Education: Equivalent to an Associates degree from an accredited college with major course work in computer science, electronics technology, information systems, or a related area.

License & Certificates: Possession of, or ability to obtain, an appropriate, valid California Driver's License.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Must be able to: work in a modern office environment; sit, stand, walk, kneel, stoop, crouch, climb, crawl and lift; work varying shifts, if required; travel to different sites within the City; and maintain a safe driving record.

Knowledge of:

- Policies, procedures, concepts and terminology related to library operations.
- Modern office practices, procedures, methods and equipment.
- Technical aspects of various computer operating systems, network equipment and software.
- Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software.
- Internet functioning and architecture.
- Local Area Networking principles and practices.
- Job planning, prioritizing and scheduling techniques. Basic supervisory principles and practices.



Ability to:

- Diagnose and resolve mechanical, electronic and configuration problems.
- Systemically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner.
- Establish and maintain effective working relationships with those contacted in the course of work, including other "team" members, other city employees, and the public.
- Communicate effectively both orally and in writing.
- Take initiative in advancing technical expertise to keep up with the constantly changing computer field.
- Perform and meet deadlines in a demanding, multi-task environment.
- Work independently.

Special Instructions: A City application, cover letter and supplemental questionnaire are required. Applications must be filled out completely. Failure to complete the application, cover letter and supplemental questions will disqualify the applicant from the recruitment process. Failure to list work experience, education or training or stating "See Resume" in the work experience section of the application will be considered an incomplete application and subject to disqualification. Resumes may be attached separately, but resumes will not be accepted in lieu of a City application.

Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check
3. DOJ Fingerprinting
4. References

**SUPPLEMENTAL QUESTIONNAIRE
LIBRARY INFORMATION TECHNOLOGY TECHNICIAN #25A-96
CITY OF REDWOOD CITY**

Please answer the following questions.

1. Describe your experience working with Windows hardware and software.
2. Are you able to regularly drive between multiple City locations during your work shift? (Yes/No)
3. If the answer to question 2 is "No", do you have access to daily transportation to get to multiple City locations during your work shift?

The City of Redwood City is proud to be an Equal Opportunity Employer!

*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.
Any provisions contained in this bulletin may be modified or revoked without notice.*