City of Newark
Position Announcement

Information Systems Specialist
Regular Full-time

SALARY: $7,813.52 to $9,358.96 per month

THE POSITION

This is an advanced journey level technical classification reporting to the Information Systems Manager. Under general supervision, the Information Systems Specialist provides complex technical support including network maintenance, setup, operation, and control of information systems hardware and software, and telecommunications activities, and supporting the Police Department. Employee may be required to work on-call, extended/off hours, holidays, and weekends. If assigned to the Police Department then a Police background may be conducted.

THE IDEAL CANDIDATE WILL POSSESS

Knowledge:
- Considerable knowledge of principles and operation of computers, including servers, and computer hardware and software.
- Considerable knowledge of the principles and operation of network systems.
- Considerable knowledge of network hardware, cabling, configuration, and troubleshooting.
- Basic knowledge of telephone and voice mail systems.

Skill or Ability to:
- Install and maintain highly technical and complex software programs.
- Read and interpret complex technical publications, manuals, and related documents.
- Install and troubleshoot computer systems and direct appropriate employee training in the use of computer software.
- Lead and coordinate complex projects.
- Diagnose, troubleshoot, and resolve complex client, server, network, and communications problems.
- Organize and prioritize work effectively.
- Establish and maintain effective working relationships with employees, city officials, contractors, and the general public.
- Operate a variety of client, server, and network hardware and software.
- Communicate effectively both orally and in writing in order to present written and oral reports.

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

Experience:
- Four years experience in the installation and configuration of servers and client computer systems with;
- Two of the years of experience in the installation and/or administration of local area or wide area networks; and
- Two of the years of experience in the troubleshooting and repair of common network, server, and client computer hardware and software problems.

Education:
- An Associates Arts degree
- Relevant higher education may substitute for some or all of the work experience listed above on a year for year basis.
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- Relevant certifications are highly desirable.

License:

Possession of a valid California Class C Driver's License and a satisfactory driving record.

Interested candidates must apply at www.calopps.org

Applications & Supplemental Questionnaires must be received by 5:00pm on December 15, 2017 to be considered for the first review of applications or when 200 applications are received, whichever occurs first.

The examination is tentatively scheduled on Wednesday, January 10, 2018

The position will remain open until filled.

Following the deadline to apply date, applications and supplemental questionnaires will be screened according to the qualifications outlined in this announcement. Not all applications which may meet the minimum requirements will proceed to the next phase of the recruitment process. The best qualified candidates will be invited to continue in the selection process, which may include an oral panel interview, tentatively scheduled for Wednesday, January 10, 2018. All applicants will be notified by email as to whether or not they are invited to participate further in the selection process.

An eligible list will be established as a result of this selection process and will be valid for a period of six months. The list may be extended up to a maximum of two (2) years.

We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please contact the Human Resources Department prior to the review date for accommodation requests.

Before receiving a conditional offer of employment, the candidate will be required to successfully complete a fingerprinted criminal history check. If assigned to the Police Department then a Police background may be conducted. Upon receiving a conditional offer of employment, the applicant will be required to submit to a pre-employment medical examination. Applicants must be successful in all phases of the selection process to be considered for this position.

In accordance with the Immigration Reform and Control Act, all potential employees are required to provide proof of U.S. Citizenship or authorization to work in the United States. All new employees are required by law to sign a loyalty oath.

All government employees are disaster service workers as defined by California Government Code Section 3100. In addition to everyday duties, employees have the added responsibility of helping throughout any disaster.

COMPENSATION & BENEFITS

$7,813.52 to $9,358.96 per month

This is a “fully compensated” salary from which employees may elect to purchase benefits at group rates. Effective July 1, 2017, the City shall provide $733 per month towards the cost of 2017 medical plan premiums. Effective January 1, 2018, the City will contribute $785 towards the cost of 2018 medical plan premiums. The total compensation package provides flexibility for purchasing medical insurance at CalPERS group rates for employees without medical insurance.

In addition to medical insurance, employees may choose to purchase:
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- Dental insurance (Delta Dental or Delta Care)
- Vision coverage (EyeMed)
- Long-term and/or short-term disability insurance.

Retirement - CalPERS 2.5% @ 55 for “Classic” members or 2.0% @ 62 for “PEPRA New” members, depending upon eligibility. Employee shares in the cost of CalPERS retirement benefits according to a negotiated formula. The current employee contribution is 11.468% for Classic and 9.718% for PEPRA of total compensation. The City does not participate in Social Security. In calendar year 2017, the compensation limit for new members of non-Social Security participants is $142,530. Medicare is deducted at 1.45% of salary.

Holidays – 11 scheduled holidays, plus one floating holiday and a birthday holiday. The City currently observes an unpaid Furlough period of 4 days each December. Employees may choose to use leave or salary continuation options during the Furlough.

Vacation Accrual - 6.667 to 16.667 hours per month depending upon years of service.

Sick Leave Accrual – 8 hours per month.

Health and Fitness - Free use of the Silliman Activity & Family Aquatic Center (excluding classes and rentals).

Life Insurance - City paid $20,000 life insurance policy.

NEWARK COMMUNITY

The City of Newark is located in Southern Alameda County at the east end of the Dumbarton Bridge, 30 miles south of Oakland and 15 miles north of San Jose. Newark was incorporated as a General Law City in 1955 and has a Council/Manager form of government. Newark’s population is approximately 44,380, with an encompassed area of approximately 13 square miles. Newark enjoys Bay Area benefits while maintaining a small town atmosphere.

Please visit our website at www.newark.org & take a Video Tour of Newark, CA

INFORMATION SYSTEMS DIVISION/ADMINISTRATIVE SERVICES DEPARTMENT

The Information Systems Division is part of the City’s Finance Department and operates under the direction of the Administrative Services Director, who in turn reports to the City Manager. The Division consists of one full-time Information Systems Manager, one full-time Information Systems Specialist (the position being recruited), and a part-time Information Systems Technician.

The I.S. Division provides 24x7x365 technical support at five locations to approximately 180 full and part-time employees across all City departments – City Administration; Community Development; Community Services and Recreation; Finance; Human Resources; Police; and Public Works.

The technology environment is Microsoft based. In addition, the I.S. Division supports a large number of department-specific applications that the successful candidate will be required to master as both an administrator and, in many cases, as an end-user. The I.S. Specialist is responsible for client and server deployment and troubleshooting, security, backups, network connectivity, in-room presentation and broadcast systems, phone and voice mail support, equipment and software inventories, long and short-term technology planning, leading technology projects, and providing end-user training, among other possible tasks.

Supplemental Questions follow on the next page.
INFORMATION SYSTEMS SPECIALIST SUPPLEMENTAL QUESTIONNAIRE

Responses to the following questions are required with the employment application. Applications without the supplemental questionnaire will not be considered. You may use additional pages if necessary.

1. Please check your highest level of academic achievement.
   - [ ] No College
   - [ ] Some College
   - [ ] Associate’s Degree
   - [ ] Bachelor’s Degree
   - [ ] Master’s Degree

2. If you checked “Associate’s Degree,” “Bachelor’s Degree, or “Master’s Degree” in question 1, please indicate your degree’s major.

3. Two years of experience in the installation and/or administration of local or wide area networks are preferred. Please check the number of year(s) experience you possess.
   - [ ] None
   - [ ] Up to 2 years
   - [ ] 2 + years

4. Regarding question #3, please indicate when, where, and in what capacity you obtained this experience.

5. In addition to the experience in question #3, two years of experience in the troubleshooting and repair of common network, server, and client computer hardware and software problems are preferred. Please check the number of year(s) experience you possess.
   - [ ] None
   - [ ] Up to 2 years
   - [ ] 2 + years

6. Regarding question #5, please indicate when, where, and in what capacity you obtained this experience.

7. Additionally, four years’ experience in the installation and configuration of servers and client computer systems are preferred. Please check the number of year(s) experience you possess.
   - [ ] None
   - [ ] Up to 1 year
   - [ ] 2 to 3 years
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☐ 4 years +

8. Regarding question #7, please indicate when, where, and in what capacity you obtained this experience.

9. Please indicate below any information technology-related certifications that you possess.

☐ A+
☐ Network +
☐ Security +
☐ Cisco certifications
☐ Microsoft certifications
☐ Other IT certification(s)
☐ No IT certifications

10. If you checked ‘Cisco certifications,’ ‘Microsoft certifications,’ or ‘Other IT certification(s)’ in question #8, please indicate the certifications you possess.

11. Do you have experience in Information Systems/Technology with a public agency? Please describe.

12. This position will require on-call, extended/off hours, holidays, and weekend work. Do you have the flexibility to work this type of schedule?

☐ Yes
☐ No

13. Briefly describe a project in which you worked as part of a team including IT staff and/or contractors along with end users. What was the project and what was your role in it? (Please limit your response to two paragraphs.)