CITY OF SAN RAMON
Invites Applications For
Information Technology Network Analyst
Administrative Services Department
Information and Technology Division
Full-Time, Regular Employment Opportunity

Salary Range: $100,663.29 - $134,231.18 annually
Interested? Click here to apply
Deadline to apply: Open Until Filled – First Review of Applications is Tuesday, December 15, 2017

THE CITY
The San Ramon Valley has long been considered one of the most desirable living areas in the Bay Area because of its scenic beauty, good climate, excellent blue ribbon schools, picturesque parks, and proximity to the Bay Area's major employment centers. San Ramon is at the heart of the valley and is one of the San Francisco Bay Area's premier residential communities.
Learn more about life in the City of San Ramon by viewing our video tour at http://www.elocallink.tv/clients3/ca/sanramon/tourplay.php?movie=sanramca12_wel_iwd&spon=welcome

THE POSITION
The City of San Ramon is recruiting for a full-time Information Technology Network Analyst position in the Information Technology Division. This is a professional level, exempt position that supports the entire city organization. The Under general supervision of the IT Division Manager, performs varied, complex and technical duties in support of the City's information systems; administration of the City's Local Area Network (LAN) and Wide Area network (WAN); programming a variety of complex switches, routers and firewalls; troubleshoots hardware and software problems associated with the City's network and servers, infrastructure systems, VoIP telecommunication systems, security systems, and related equipment; installs hardware equipment and software applications; support of current versions of VMware, Microsoft Active Directory and Exchange; analyzes practices, procedures and data and makes recommendations regarding hardware and software acquisitions; performs database administration; provides technical advice to staff and performs related work as required. Typical job duties include:

- Monitors the performance of Wide Area Networks, Local Area Networks, and supporting hardware, including routers, servers and firewalls.
- Performs research and analysis necessary for developing appropriate recommendations regarding hardware/software configurations and interfacing with other networks, WANs, LANs and servers.
- Makes recommendations regarding system configurations and interfacing, considering policy standards, user needs, and the capabilities and limitations of hardware and software.
- Keeps informed regarding new technology and the ongoing development of WANs, LANs, networks, client servers, microcomputer systems and related hardware and software.
- As assigned, acts as project manager on complex systems development, evaluation, and installation projects.
- Services existing electronic equipment requiring repair or complex preventive maintenance; performs scheduled upgrades to existing computer systems.
- Evaluates wiring needs of new offices and office remodeling; advises contractors of desired wiring configuration.
- Evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment; establishes a maintenance schedule.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Builds, configures, and implements application servers; performs systems backup for servers.
• Assists users with operational questions or problems and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
• Serves as a technical resource for maintaining, enhancing, and upgrading the department’s current and long-term computer system operations.
• Coordinates with other Information Technology staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications.
• Represents the department at conferences on specialized topics and at meetings with appropriate vendors.
• Provides security authorization for application access and coordinates security maintenance on department computer systems with the Information Technology Manager.
• Enforces information technology operational policies and procedures.
• Performs other duties as assigned.

THE IDEAL INFORMATION TECHNOLOGY ANALYST CANDIDATE
• Has a welcoming, professional and personable demeanor;
• Is self-motivated with the ability to anticipate needs and take on projects and tasks that need to be completed;
• Is highly organized with excellent follow-up and follow-through skills;
• Understands networking principles and practices, network security practices, and network protocols;
• Is well versed in network design and implementation strategies;
• Has a deep understanding of Cisco Products including switches, routers and firewalls;
• Possesses excellent troubleshooting skills;
• Has a working knowledge of VMware Infrastructure Technologies;
• Has a comprehensive knowledge of LAN/WAN Technologies;
• Has the ability to work under own initiative and is self-motivated;
• Has a strong working knowledge of Microsoft Active Directory.

MINIMUM EDUCATION AND EXPERIENCE, AND OTHER REQUIREMENTS
• Possess the equivalent of a four-year college or university degree with major coursework in computer science, information technology or a related field and four years of experience; or an AA degree and six years of experience in computer network systems installation and support; or eight years of experience in computer network systems installation and support.
• Must possess by time of appointment and maintain a valid California class C driver’s license and a satisfactory driving record

BENEFITS
The City's excellent benefit package includes: CalPERS retirement; medical, dental and vision plans; 12 days of vacation and 12 days of sick leave accrued annually; 10.5 paid holidays; 2 floating holidays; adoption benefits; short and long term disability; employee assistance program; group and supplemental life insurance; and a retiree health savings plan.

Please visit www.sanramon.ca.gov/employ/images/matrix.pdf for more information.

THE SELECTION PROCESS
Interested individuals must apply on line at www.calopps.org and include a comprehensive resume and a thorough completion of a supplemental questionnaire. The most qualified candidates, as determined by initial screening of applications and responses to supplemental questions, will be invited to an oral board, tentatively scheduled for either January 4, 2018 or January 5, 2018.

The City of San Ramon is an equal opportunity employer and does not discriminate against race, color, religion, national origin, age, sex origin or disability. In accordance with the Americans with Disabilities Act, should special accommodations be necessary at any stage of the selection process, please contact the Human Resources Division at (925) 973-2523. Information contained herein is subject to change without notice.
INFORMATION TECHNOLOGY ANALYST SUPPLEMENTAL QUESTIONS

1. Describe your experience with Cisco equipment focusing on routers, switches and firewalls.

2. Describe the network environments you have worked in such as: The size of the local network, the size of the wide area network (the number of interconnected facilities) and how the sites were interconnected.

3. Describe your experience with virtual environments.

4. Describe your experience with Microsoft operating systems, Active Directory and Microsoft Exchange.