Career opportunity

IT Analyst I/II
Network Infrastructure

City of Roseville, California

Salary: $5,740 to $8,885 monthly
(26 pay periods annually)

CITY OF
ROSEVILLE
CALIFORNIA

316 Vernon Street, Roseville, Ca 95678
roseville.ca.us/IT

The City & community

The City of Roseville is a full-service City with a City Council/ City Manager form of government which has over 1,300 employees, an annual budget of approximately $600 million and serves approximately 150,000 constituents.

Roseville, CA is the largest city in Placer County and receives accolades for the best place to raise a family, start a business, buy a first home, and retire; as well as: most playful city, healthiest city, digital city, and one of the lowest cost places in California to do business.

Roseville is a 25-minute drive from California's capital, and close proximity to world-class destinations such as San Francisco, Napa Valley, Lake Tahoe, and Yosemite, with many options for recreation, leisure, and entertainment that are seemingly boundless.

The strength and balance of Roseville's diverse economy allows the City to thrive. Business ventures in Roseville range from technology and healthcare to railroad operations and financial services.

There are always plenty of opportunities for outdoor activities like hiking, biking, swimming, skiing, and snowboarding. Choose from an abundance of recreational programs, including over 60 neighborhood parks, several golf courses, state-of-the-art fitness centers, and thousands of acres of open space.

Several schools within city limits have been recognized with "California Distinguished School" awards, and Roseville is within driving distance of William Jessup University; Sierra Community College; California State University, Sacramento; and the University of California, Davis.

The department

The Information Technology Department (IT) is the centralized provider of technology solutions to the City of Roseville. The department consists of over 51 team members and a $14 million operating budget.

The department supports over 70 facilities, 1500 computers and has two central data centers. The department provides essential technology infrastructure services such as data storage and Internet connectivity; hardware and application deployment, support and maintenance; project management services; information security services; and a governance model for aligning city goals and funding.

The IT Department is comprised of four major functions with seven divisions.

Client Services & Innovation

Client Services
- Personal Computing Services
- Computing Loaner Services
- Mobile Smart Computing Services

Utility Solutions
- Asset Management Services
- Metering Data/Utility Billing Services

Business Solutions
- Public Safety Response Services
- Information Management Services
- Rental, Registration, Membership, Point of Sale Services
- Permitting and Licensing Services

Planning & Administration

- eGovernment Services
- Conferencing Services
- Team Collaboration Platform Services (SharePoint & Teams)
- IT Project Management Office (PMO)
- Leadership Training/Team Building
- Strategic Planning
- Technology Governance (TGC)
- Business Audits
- Internal Services Fund
- Policy & Procedures
- Digital Communications

Information Security

- Cyber Security Services
- Secure Network Architecture
- Monitoring & Intelligence Gathering
- Risk Assessment & Vulnerability Management
- Physical Security Management & Support
- Cyber Incident Response & Investigations
- Information Security Services
- Security Strategy
- Security Awareness, Education & Reporting

Infrastructure Solutions

Data Intelligence
- Enterprise Business Intelligence Services
- GIS Services
- Data Mining & Analysis
- Open Data
- Data Warehousing

Network Infrastructure
- Telecommunication Services
- Radio Services
- Data Center Services
- Network Services
- Administrative/ Management Services

Recent accomplishments

- Top 10 Digital Cities
- MISAC President's Award
- Graphical Information Display Award
- Excellence in IT Practices Award

The position

We are looking for a full time IT Analyst I/II to design, implement, maintain, update and support the City's enterprise environment including servers, network and storage infrastructure within the Information Technology's Network Infrastructure division.

Our team sees infrastructure services as the foundation that each City department depends on to provide exceptional services to citizens, visitors and commercial partners. This position is responsible for building and maintaining systems that provide a reliable and high-performing foundation for the City's daily operations, initiatives and projects.

The ideal candidate

The ideal candidate for the IT Analyst position will have at least 3 years of Data Center service experience with VMWare, Nimble, Cisco and Microsoft products. A working knowledge of security principles and best practices is also beneficial.

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

- Prepare and maintain system procedures and documentation; monitor assigned systems and resources; and maintain and administer security systems and methodologies.

- Monitor disk storage space and backup management; updates, patch, secure and maintain computing environment.

- Analyze and solve operating problems; make system modifications as necessary; evaluate and make recommendations regarding requests from departments related to communications systems.

- Manage projects, within an assigned discipline, involving multiple City departments.

- Provide Tier I and Tier II support of City communications, storage, and computing systems that have 24/7 criticality; maintain systems outside of normal business hours.

- Prepare technical and administrative reports; train users in operational procedures and prepare related written instructions.

- Build and maintain positive working relationships with co-workers, other City employees, vendors, other public agencies and the public using principles of good customer service.

- Design, implement, maintain, update, troubleshoot, plan for future needs,

test, and procure the City's enterprise storage infrastructure; ensure proper backups are maintained; test recoveries and recover data as needed.

- Design, implement, maintain, troubleshoot, plan for future needs, test, and procure the City's physical and virtual server infrastructure.

- Design, implement, maintain, and troubleshoot VMWare vCenter/ESX/VDS and server infrastructure.

- Maintain and support authentication services, email and collaboration services and application service provision.

- Design, implement, maintain and troubleshoot the City's disaster recovery and business continuity planning as it relates to server and storage infrastructure; coordinate with all subject matter experts to provide fault tolerant and highly available server and storage infrastructure services.

- Consult on troubleshooting various issues with various systems, integrations, and clients both on premises and in the cloud.

- Design, implement, maintain, and troubleshoot email infrastructure on-premises and in the cloud; serve as subject matter expert for electronic messaging and confidential litigation/eDiscovery requests.

- Plan, implement, maintain, and monitor data center changes for environmental, physical, and power

systems; plan and implement power, network, and racking solutions for technology equipment.

- Design, build, configure, install, monitor and support the physical and virtual server environment, including cloud infrastructure, virtual platforms, operating systems, and security.

- Design, configure, manage and monitor highly scalable physical and virtual storage environment, including multiple Storage Area Network and Network Attached Storage solutions.

- Design, configure, manage and monitor data backup environment, including off-site disaster Recovery, Backup Libraries, and File Recovery utilizing multiple vendor solutions; regularly test backup files to check for data errors.

- Install, configure, test and update server operating systems and related server-class software and monitoring systems for citywide server computing platforms, including cloud infrastructure.

- Provide infrastructure support for enterprise applications, including meeting with business and application owners to define technology requirements prior to project implementation.

- Implement, maintain and troubleshoot all DNS and DHCP servers.

- Configure security controls in multiple protection systems and IT infrastructure in accordance with

policy, standards, and procedures; respond to and remediate security incidents occurring on desktops or servers, in the cloud, or within a specific system.

Additionally, the ideal candidate will…

- Build and support a culture that is progressive, transparent and collaborative.

- Embrace calculated risk-taking to drive innovation.

- Be a transformational thinker.

- Work collaboratively across departments and with other community organizations.

- Possess strong customer service orientation to achieve defined goals.

Experience:

- Level I: No work experience required.

- Level II: Two years of responsible experience performing duties similar to that of an Analyst I with the City of Roseville.

Training:

- A Bachelor's degree from an accredited college or university, preferably with major course work in computer science, information systems, engineering or a related field is desirable.

Salary & benefits

The monthly salary range is $5,740 to $8,885 monthly (26 pay periods annually); salary will be negotiated upon qualifications and experience.

Retirement

The City participates in the California Public Employee's Retirement System (PERS) under a 2.7% at 55 formula for classic members and a 2% at 62 formula for new members. The city does not participate in social security.

Health and welfare insurance

The City contributes $1347 per month towards health and welfare benefits for employee and eligible dependents. In addition, effective January 1, 2022, the City provides a flex credit based on number of eligible dependents covered, up to $598 per month, to be used by active employees for any benefit covered under the Cafeteria Plan.

Retiree health

Retirement Health Savings program to which City contributes $100/month after five years.

Life insurance

City-paid at two times the annual salary.

Holidays

12 paid holidays per year.

Sick leave

12 days per year.

Personal leave time

45 hours per year.

Deferred compensation plan

City contributes 3% after five years of service.

How to apply

Apply by 5 p.m., **MAY 13, 2022** *at*
roseville.ca.us/jobs

Please contact the Human Resources Department at 916-774-5475 or **humanresources@roseville.ca.us** with any questions.

All candidates must complete the supplemental questionnaire as part of their application in order to be considered for this position.