



City of Newark

Position Announcement

Information Systems Specialist

Regular Full-Time

SALARY: \$8,247.95 to \$9,879.32 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 and polygraph may be conducted.

ESSENTIAL DUTIES (Duties may include, but are not limited to the following):

- Install, configure, monitor, upgrade, and repair computer hardware, software, and peripheral components such as server and client computers, routers, switches, and printers.
- Install approved and licensed software packages such as operating systems, word processing, spreadsheet, and database applications.
- Diagnose client/server/network problems and take effective action to resolve them in a timely manner.
- Monitor and troubleshoot network infrastructure and telecommunications services; and perform network administration tasks (moves/adds/changes and routine maintenance).
- Provide and maintain security, system backups, and data recovery processes.
- Provide support and training for computer, network, phone, voice mail, and related systems and equipment as necessary.
- Perform basic database administration functions.
- Coordinate the activities of outside information systems consultants.
- Participate on project teams (as technical lead) to ensure successful implementation of new technologies.
- Research, evaluate, and recommend software and hardware solutions.
- Assist in the assessment of technology needs and development of short-term and long-term goals; make recommendations on policy changes for management review; and assist in the development of policies and procedures for the Information Systems Division.
- Maintain advanced knowledge of technology developments and trends; evaluate and recommend potential products and vendors.
- Meet with outside departments and attend technology forums and interdepartmental technology project planning meetings.
- May train and provide lead direction to staff.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- 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 Nutanix virtualization systems including AHV Hypervisor.
- Considerable knowledge of network hardware, cabling, configuration, and troubleshooting.
- Knowledge of cloud backup/DR solutions.
- Basic knowledge of telephone and voice mail systems.

Ability or Skill 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.

EXPERIENCE AND TRAINING

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 preferably; and
- Two years experience in the installation and/or administration of local area or wide area networks.
- Two years 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.
- Relevant certifications are highly desirable.

License:

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

Working Conditions:

- Employee may be required to work on-call, extended/off hours, holidays, and weekends.
- Work is performed mostly in office settings.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

- While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

HOW TO APPLY

Interested candidates should apply via www.calopps.org
and are encouraged to submit their resume.

Filing Deadline: The deadline to submit an application and the required supplemental questionnaires is Tuesday, February 25, 2020 by 5:00 PM PST.

The position will remain open until filled.

<http://www.newark.org/departments/human-resources/employment-opportunities>

Please be sure to fill out the required City application completely, including all relevant work experience. **If a resume is submitted, please do not refer to the resume in lieu of fully completing the application.** You may make additional copies of the application, as necessary.

Following the deadline to apply date, employment applications, supplemental questionnaires, and resumes will be screened according to the qualifications outlined in this announcement. The most qualified candidates will be invited to interview with the City, **date to be determined.**

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 years. The department will review the Eligible List to determine candidates to continue in the department selection process.

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 and polygraph 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.

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.

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

SALARY: \$8,247.95 to \$9,879.32 per month

- **Health Insurance:** The City contributes the following amounts towards health and welfare benefits:
 - Employee only: \$844 per month
 - Employee + 1 dependent: \$1,687 per month
 - Employee + 2 or more dependents: \$2,228 per month

Employees may “cashout” up to \$450 per month of any money not used for the purchase of employer offered benefits. Any “cashout” will be paid to the employee in taxable compensation.

- **Retirement:** CalPERS 2.5% @ 55 for Classic members or 2.0% @ 62 for New PEPRAs members. The City does not participate in Social Security. The City participates in Medicare.
- **Holidays:** 11 scheduled holidays, with one floating holiday and one birthday holiday to be scheduled.
- **Vacation Accrual:** 6.667 to 16.667 hours per month depending upon years of service.
- **Sick Leave:** Up to 8 hours per month.
- **Deferred Compensation:** Voluntary participation.
- **Life Insurance:** City paid \$20,000 life insurance policy.
- **Long-term and Short-term Disability:** Voluntary participation.
- **Health and Fitness:** Free use of the Silliman Activity & Family Aquatic Center. (Excluding classes and rentals).

INFORMATION SYSTEMS DIVISION

The Information Systems 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 Information Systems 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 Information Systems 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.

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 47,531, 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 Book of Newark, CA.

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 experience in the installation and/or administration of local or wide area networks. 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. Two years experience in the troubleshooting and repair of common network, server, and client computer hardware and software problems. 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. 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
- 3 to 4 years
- 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 # 9, 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.)