City of Milpitas

We invite applications for the position of:

Desktop Technician

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Annual Salary Range:	$71,977 - $87,487
Post Date:	August 24, 2017
Close Date:	September 6, 2017, by 5:00 PM

Why Milpitas?

Located at the southern tip of the San Francisco Bay, the City of Milpitas is a dynamic community that is an integral part of the high tech Silicon Valley. With a much diversified resident population of 75,521, Milpitas features quality schools, conveniently located neighborhood parks and shopping centers. The role of every employee is to be committed to accomplishing the community's vision by providing fiscally sound, superior services.

You will be joining a community of 328 professional employees as diverse as the city they support. We are privileged to have such a unique workforce and to foster an environment that encourages those differences. We believe in supporting our employees' abilities and desires for professional growth, to better support retention and commitment throughout all career stages. Milpitas employees are proud and know that their contributions make a difference to the community as well as to their own career. We encourage you to check us out: http://www.ci.milpitas.ca.gov/

The Opportunity

The Desktop Technician is a technical role in the Information Services Department. This position is responsible for providing day to day desktop support to City departments, installing, operating, and maintaining various technology equipment and peripherals. The supported equipment may include, but is not limited to, personal computers, laptops, tablets, mobile devices, telephone equipment, printers, and servers. The Desktop Technician may also provide routine training to the users and create documentation when requested.

What You Will Do

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

Perform desktop hardware, peripheral, and software configuration and installations.

Performs troubleshooting and diagnostic services to determine the cause of hardware and software problems and provide timely resolution.

Maintains expertise in City standard hardware and software products.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

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Assists the Customer Service Manager with hardware and software vendors for the proper acquisition, installation, operation, and maintenance of City desktop resources.

Installs, configures, and supports telecommunications equipment to include PBX systems, telephone devices, and voice messaging systems.

Experience and Education

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

Equivalent to an AA degree from an accredited post-secondary institution in Computer Science, Information Systems or a closely related field.

Two years of experience in desktop hardware and software configuration, installation, maintenance and support, or two years of experience in the installation, maintenance and support of telephone switching and voice messaging equipment. Experience working in a public agency environment is highly desirable.

License and Special Requirements

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California Driver License is required.

Selection Process

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview. Meeting the minimum requirements listed in this job description does not guarantee advancement in subsequent phases of the selection process.

To Apply

Submit application, supplemental questions, resume, copies of required certificates online at www.calopps.org or to the Human Resources Department, City of Milpitas, 455 E. Calaveras Blvd, Milpitas, CA 95035, (408) 586-3090.

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Classification and Compensation) or from Human Resources.

The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process.

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Candidates will receive all communications by email regarding the recruitment process, which includes, but is not limited to, application status, testing dates, and interview scheduling. If you require alternate communications, please contact Human Resources at (408) 586-3090.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Mid-Management/Confidential bargaining group. Benefits Information is available online at:

http://www.ci.milpitas.ca.gov/milpitas/departments/about-human-resources-2/benefits/

http://www.ci.milpitas.ca.gov/wp-content/uploads/2016/02/Milpitas-Professional-and-Technical-Group.pdf

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.

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Supplemental Questionnaire

Please answer the following questions and submit with your application. Please limit your response to one page per question.

1. Describe your experience working with Windows Operating Systems. How many years of experience do you possess working with Windows? Please rate your experience, (i.e., know enough to get by, experience, or expert).

2. Describe your experience in dealing with printers and managing print jobs? Please describe the steps for adding a network printer to a Windows Environment.

3. Describe your experience dealing with malwares and ransomwares? If you don't have any direct experience, what can you tell us about ransomwares?

4. What do you enjoy most about your current job? What do you see as the next exciting development in your position?