

Information Technology Technician I

Internal/External

Salary: \$56,582 - \$79,213 annually
(Plus Excellent Benefits)

Posting Date: February 14, 2019 (Thu)
Filing Deadline: February 27, 2019 (Wed)

SUPPLEMENTAL QUESTIONNAIRE IS REQUIRED AT THE TIME OF APPLICATION

BRIEF DESCRIPTION

The purpose of this position is to provide daily service and basic support to District computer hardware and software users. This is accomplished by performing a variety of technical customer support involving the use of hardware, software, and networks, ensuring proper functioning of desktop hardware, software and servers, and completing administrative and technical duties. Other duties include developing, maintaining and producing reports, completing special projects, troubleshooting, and diagnosing computer hardware and software problems, coordinating resolutions of network hardware, software, and application problems between technical support and end users, and providing instructions to end users on hardware and software usage.

ESSENTIAL FUNCTIONS

- Provides desktop support by taking calls, logging issues, troubleshooting network and user issues, adding and deleting users, installing hardware, software and peripherals, replacing devices, diagnosing problems, and providing support and training to end users.
- Provides technical support by reviewing work orders, ascertaining problems, troubleshooting, completing corrective actions, identifying and correcting peripheral problems, completing basic network installation and troubleshooting, maintaining inventory of equipment, documenting repairs, checking user documentation for required information, removing and disposing of non-usable equipment, purchasing and maintaining computer supplies, and supporting contract requests.
- Supports, and provides assistance to users of the District software and hardware systems by providing technical assistance to staff, providing instructions to end users on hardware and software usage, guiding and supporting end users, producing documentation such as user instructions, technical documentation, drawings, diagrams, flow charts, schematics and presentations.
- Assists users by providing telephone and on-site support and assistance for routine issues by answering questions, resolving issues, adding, removing, updating, and maintaining software on end user work stations, and returning hardware or software to vendors.

MINIMUM QUALIFICATIONS

Education: Associate's degree, diploma or equivalent from an accredited college, technical, business, vocational or correspondence school in Computer Science, Management Information Systems or a related field. Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.

Experience: A minimum of one (1) year of experience supporting users in the operation, maintenance, and implementation of software, hardware, and applications on multiple platforms, including desktop and/or laptop computers, networks, client/servers, enterprises and/or mainframes.

Proof of required education beyond high school, such as college transcripts, diplomas, licenses and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application, supplemental questionnaire and proof of education, as outlined above, are required for this position. Applications, supplemental questionnaires and job announcements are available at Human Resources, 2810 O Street, Sacramento, CA 95816, or through our website at www.sacrt.com.

Completed employment application, supplemental questionnaire and proof of education, as outlined above, must be submitted to the Human Resources Department not later than Wednesday, February 27, 2019 at 5:00 p.m. RT does not accept e-mail applications, on-line applications, or late applications regardless of postmark. RT will not process incomplete applications. **Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

RT is an Equal Opportunity Employer. EOE – Minorities/Women/Disabled/Veterans

This position falls under the AFSCME, Local Union 146 Collective Bargaining Unit.

(Supplemental Questionnaire on Reverse Side)

Regional Transit Job Announcement

www.sacrt.com

2810 O Street, Sacramento CA 95816 (916) 556-0298

Sacramento Regional Transit District Supplemental Questionnaire

Information Technology Technician I

Final Filing Date: Wednesday, February 27, 2019

The purpose of this Supplemental Questionnaire is to obtain additional job-related information to identify the most qualified applicants to continue in the selection process. Completion of this material is required and your responses must be submitted with your employment application by 5:00 p.m. on the final filing date. **Candidates who do not complete this Supplemental Questionnaire will be eliminated from further consideration.**

Please answer the following questions. Attach answers on a separate sheet of paper and number each item accordingly.

1. Describe your experience providing technical system maintenance and support for Windows Server (2008R2, 2012, 2016) or Linux server platforms. Include the systems you have worked with, your role, tasks performed, length of your experience, the employer and dates of employment you performed this function.
2. Describe your experience with cyber security applications and system security operations. In your description, include the systems, tasks performed, length of your experience, the employer and dates of employment you performed this function.
3. Describe any experience you may have with script-based languages such as; Powershell, SQL, Python, or JavaScript. In your description, include the language, length of your experience, brief development descriptions, the employer and dates of employment you performed this function.
4. Describe any unique or advanced technical skills that you may possess that could be relevant or beneficial to data center operations or server maintenance and management, In your brief description, include the length of your experience, including your employer and dates you performed this function.