



City of Milpitas

Announces a job opportunity for

Desktop Technician

Annual Salary Range: \$69,188 - \$84,098

Final Filing Date: **June 6, 2014**

Please note: This recruitment will close on Friday, June 6, 2014 or as soon as we receive the first 100 applications, whichever comes first.

About the Position

The City of Milpitas is seeking a Desktop Technician. This is a technical position 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 not limited to, personal computers, mobile devices, telephone equipment, printers, and servers. The Desktop Technician may also provide routine training to the users and create documentations.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Performs 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 of same.

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.

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, telephones devices and voice messaging systems.

Performs other related duties as assigned.

Knowledge and Abilities

The candidate would have knowledge of:

Desktop computer hardware, software and peripherals.

City standard server, network and communications hardware, software and operating systems.

Telephone switching and voice messaging equipment.

Ability to:

Perform installation of desktop equipment, peripherals, and software.

Diagnose desktop hardware and software problems and take effective action to resolve problems in a timely manner.

Program and maintain telephone switching and voice messaging systems.

Understand emerging technology and its application to improve City services.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

Establish and maintain effective working relationships with peers, superiors, vendor representatives and clients.

Minimum Qualifications

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

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

License and Certificates: Possession of or ability to obtain and maintain, an appropriate, valid California Driver's License.

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. Candidates who successfully pass the selection process will be placed on an eligibility list. All candidates will be advised of their status once a finalist has been selected.

To Apply

Only online applications via CalOpps will be accepted. Visit the City of Milpitas website at www.ci.milpitas.ca.gov or www.calopps.org to apply. Copies of required certificates (if applicable), must be scanned into one document, along with a resume, and attached to your application by the filing date.

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Employment, Job Specs) or from Human Resources - (408) 586-3090.

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.

Salary and Benefits

The salary for this position will be dependent upon the qualifications and experience of the selected candidate. The salary range: \$69,188 - \$84,098 annually. The City provides an excellent array of benefits that includes the following:

- Contributory Retirement Plan - New Hire Employee pays 8% employee PERS contribution and 12.9% towards employer PERS contribution.
- Retirement - In compliance with AB340, CalPERS retirement formula is either 2% at age 62, or 2% at age 60, depending on the individual's eligibility.
- Vacation - 11 days per year to a maximum of 31 days per year.
- Sick - 12 days per year
- Holidays - 13 days per year
- Health Insurance - Multiple plans
- Dental and Vision - City paid.
- Life insurance - City paid \$50,000 life insurance. Long and short-term disability coverage.
- 457 (b) Deferred Compensation Plan - Voluntary
- Tax deferred medical and dependent savings plans
- Flexible Spending - Pre-tax medical and dependent day care expense accounts

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.

455 E. Calaveras Blvd., Milpitas CA 95035-5411

PH: 408-586-3090 • Fax: 408-586-3092

<http://www.ci.milpitas.ca.gov/government/hr/employment.asp>

