



CITY OF RANCHO CUCAMONGA
INVITES APPLICATIONS FOR
SENIOR INFORMATION SERVICES SPECIALIST
\$5,135 – \$6,589 per month
Plus City Paid PERS (2.5% @ 55)

THE POSITION

This is a non-exempt technical position within the Information Services Division supporting the Network Services Section and Systems Support Section. Under general supervision, the Senior Information Services Specialist assists in supporting the City's network, desktop/notebook computers, and server related resources. Scheduled regular work hours may include evenings and weekends. On a rotational basis, this position will provide after hours on-call support.

The Information Services Division is exceptionally customer oriented and the Senior Information Services Specialist is one of the most visible manifestations of this culture. The successful candidate will demonstrate an effective balance between interpersonal, technical, and problem solving skills.

THE CITY OF RANCHO CUCAMONGA

The City of Rancho Cucamonga is situated at the base of the San Gabriel Mountains and adjacent to the cities of Upland and Ontario. Incorporated in 1977, the City operates under a Council-Manager form of government. Rancho Cucamonga encompasses 40.2 square miles within its jurisdiction and has an additional 12 square miles in its sphere of influence. The population is currently 174,308 and growing. The community is composed of fine residential areas with a balanced mix of commercial and generous industrial land. Other significant amenities include a 100-acre Park with an award-winning senior and community center, Victoria Gardens Cultural Center, 150-acre championship golf course, and the Victoria Gardens Regional Mall. Part of one of the fastest growing metropolitan areas, Rancho Cucamonga nonetheless remains one of the safest cities in the country and is a desirable place to live, work, and play. It maintains as its goal having a high quality of life as reflected in its planning policies and high standards for development.

THE ADMINISTRATIVE SERVICES DEPARTMENT

The Information Services Division is a subdivision of Administrative Services. Administrative Services incorporates all administrative support functions and provides centralized services to other City departments. The major support service areas handled by Administrative Services are Finance, Human Resources, Risk Management, Business License, GIS/Special Districts, Information Services and Purchasing.

The Information Services Division (ISD) consists of four functional sections: Systems Support, Network Services, Enterprise Applications, and Customer Support. The Network Services Section manages data services over a wide-area network connecting numerous City facilities throughout the community. The Systems Support Section manages server and desktop/laptop related resources. The Enterprise Applications Section manages hosted and licensed application services and provides project management for new technology initiatives. The Customer Support Section supports our help desk services, and assists in the troubleshooting and deployment of desktop/printer related services. ISD staff is routinely called upon to "think outside the box" and serve as in-house consultants on a variety of technical and non-technical issues.

This position will work in equally between the Systems Support and Network Support Sections, but will also provide assistance in the other sections as necessary.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties may include, but are not limited to, the following: prioritize, report, and document all support requests; participate in documenting and implementing standards and procedures as defined by the Information Services Manager; design, manage, and trouble-shoot network services including copper and fiber cabling infrastructure, switches, routers, firewalls, DNS, and protocol analyzers; design, manage, and trouble-shoot systems services including servers, Windows server operating systems, Microsoft Exchange, SQL and Active Directory Services, and Backup Exec; design, manage, and trouble-shoot virtual server systems including VMware ESX, VSphere, DoubleTake, and iSCSi SANs; design, manage, and trouble-shoot PC desktops, laptops, and printer services; maintain printers and other peripherals; provide hardware services (installing memory, system boards, hard drive, etc.) and help with the recovery of damaged or deleted files at all City facilities; support end-users in a network environment at their desktops, via phone, remote assistance, and email; Install upgrades and maintain computer systems and peripherals, and desktop applications on City computers; participate in the patching and updating of application, database, and web servers; oversee warranty and non-warranty repair processes for computing equipment by coordinating the relationship Information Services Division maintains with repair/service vendors, ensuring timely, efficient and cost effective contract support; review invoices against repair records and prepare documentation for the timely processing of all approved invoices; collaborate with members of Information Services Division in large-scale implementations of software and hardware; collaborate with other departments on the management of their public computing resources; assist in the development of the Division's annual operating and capital equipment budgets; assist in the preparation of specifications and bid documents for the purchase of computer hardware, related devices, and software.

DESIRABLE QUALIFICATIONS

Working knowledge in any of the following areas: Firewalls, DNS, and protocol analyzers; Microsoft Exchange, SQL, and Backup Exec; Virtual server and desktop systems including VMware ESX, VSphere, DoubleTake, and iSCSI SANs; Working knowledge of UNIX server operating system; 8.02.11a/g/n Wi-Fi services; experience in preparing specifications and bid documents for the purchase of computer hardware, software, peripherals, and support.

LICENSES OR CERTIFICATES

Current certifications in any of the following are desirable but not required: MCDST (XP), MCTS (Vista), A+, Network+, CCENT (Routing & Switching), VCP, and/or CCNA. Applicants must submit current proof of certification from the issuing entity as part of their application.

KNOWLEDGE, SKILLS AND ABILITIES

Candidate must have a minimum of four (4) years progressively responsible experience in a commercial, educational, or governmental environment providing hands-on technical support designing, managing and troubleshooting enterprise-wide network and systems resources as noted below. Applicable coursework leading to an Associate of Arts or Associate of Science degree in Computer Science, Computer Information Technology, Computer Information Management or related fields or the equivalent combination of training, certification, education, & experience.

Skills and experience commensurate with those of a senior level technician that includes, but is not limited to, the following: Design, management, and trouble-shooting of network services including copper and fiber cabling infrastructure, and Cisco switches and routers; design, management, and trouble-shooting of systems services including servers, Windows server operating systems, Active Directory Services, and enterprise backup systems; design, management, and trouble-shooting of PC desktops, laptops, and printer services; Ability to plan, assign, and lead computer support activities; functional understanding of network and systems security; basic understanding of project management (tasks, dependencies, critical paths, etc.); ability to create user accounts and manage network user passwords via Active Directory Services; strong oral and written communications skills

SPECIAL REQUIREMENTS

Possession of, or ability to obtain, an appropriate California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Frequent standing and sitting. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of items weighing up to forty pounds such as files, computer equipment and other materials. Moving from place to place within the office; routine reaching for items above and below desk level. Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods.

APPLICATION PROCESS

All applicants are required to complete a City application form, supplemental questionnaire, self-appraisal form, proof of certifications (if any) and return them to City of Rancho Cucamonga, Personnel, 10500 Civic Center Drive, Rancho Cucamonga or mail it to P.O. Box 807, Rancho Cucamonga, CA 91729. Applicants may also apply online at www.cityofrc.us. **The position is open until filled. The first application review date is Thursday, January 7, 2010.**

Incomplete submittals are deemed non-responsive and will not receive further consideration. All statements on the application and supplemental information are subject to investigation and verification. Resumes are required, but will not be accepted in lieu of an official application form. Applications and all required supplemental information will be screened and those candidates who best match the needs of the City will be invited to compete further in the examination process. Candidates who meet the minimum qualifications will remain candidates until a final offer is accepted by the candidate who most closely meets the requirements of the City. The City may conclude that none of the candidates, even those who meet the minimum qualifications, are appropriate for the position.

Successful candidates shall be required to:

- Complete a verification form designated by Immigration and Naturalization Services to certify that they are eligible for employment in the United States of America; and
- Pass a pre-employment medical exam; and
- Provide proof of a valid California driver's license and be insurable; and
- Pass a reference, background, and security verification. References will not be contacted until a mutual interest has been established.

Disclaimers

The City does not make employment decisions based on sex, race, color, religion, national origin, ancestry, age, marital status or physical handicap, except when such qualifications are appropriate occupational qualifications. In addition, the City of Rancho Cucamonga abides by a nepotism policy which may preclude you from being hired if the City employs a relative. The City of Rancho Cucamonga makes reasonable accommodations for disabled persons, considering each situation on an individual basis. Please make direct requests for accommodation to Personnel. There is a no smoking policy in effect in all City Offices and vehicles. Finally, please note that the provisions of this bulletin do not constitute a contract expressed or implied and any provisions contained in this bulletin may be modified or revoked without notice.

Questions regarding this recruitment may be directed to Personnel at (909) 477-2700. Applicants may wish to visit the City's official website at www.cityofrc.us for more information.

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SENIOR INFORMATION SERVICES SPECIALIST

FRINGE BENEFITS

- City pays employee's share of Public Employees Retirement System (PERS) including 2.5% at age 55
- Supplemented Public Agency Retirement System (PARS) to increase retirement to 3% at age 60
- Medical insurance provided up to \$700
- Dental plan and optical plan provided
- Vacation (80 hours accrued first year)
- 14 paid holidays (including three discretionary holidays)
- Sick leave (120 hours per year)
- Optional deferred compensation program
- Tuition reimbursement \$2,300 per fiscal year
- 4/10 work week
- On-call stipend \$200 per week working on-call
- Additional Life Insurance in the amount of \$30,000