



**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY
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**#T1919 INFORMATION SYSTEMS TECHNICIAN
*MONTHLY SALARY: \$3560 to \$4293**

***APPLICATION FILING PERIOD: FIRST DATE: February 20, 2009**

LAST DATE: March 25, 2009

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Please apply promptly since vacancies may be filled as soon as a sufficient number of applicants have been processed. Persons may apply only once during this application filing period. Future application filing periods may be announced.

THE POSITION: Information Systems Technicians coordinate the acquisition, installation and movement of software, desktop and portable computer systems, printers and other peripheral devices; review requests for and recommend software and hardware acquisition; provide one-on-one training; troubleshoot the less complex hardware and software problems or coordinate problem resolution by the CISO (Computing Infrastructure Support Organization), private vendor staff, or other City IT staff; assist professional information systems personnel in the implementation of a component of a larger, more complex system; maintain computer inventory; develop minor computer applications using off the shelf software of 4th generation programming languages; develop and generate a variety of specialized statistical and operational reports; may represent the department on departmental technical committees; maintain systems documentation; review information systems costs for appropriateness; maintain wired and wireless networks; hand code and troubleshoot HTML and DHTML (XML desirable) using industry standard web authoring tools; code and troubleshoot java script; and perform related work. **Note:** Information Systems Technicians are required to lift up to 30 pounds and must be able to bend, squat, and crawl on the job.

REQUIREMENTS: You must meet **one** of the following requirements on the date you apply, unless otherwise indicated.

1. Successful completion of 30 semester/45 quarter college units, including at least 15 semester/22.5 quarter units in the field of **Computer Science** or **Information Systems**. Course work limited to computer programming or the repair of computer hardware is **NOT** qualifying. **(You must submit transcripts to the Personnel Department.)**

- OR -

2. One year of full-time experience performing paraprofessional information systems support work which must include responsibility for at least three out of five of the following areas: computer hardware or software acquisition and installation; system accounting and resource control (asset management); training system users; recommending modifications to existing systems; and/or performing on-going system maintenance and troubleshooting. **Experience solely as a system user or programmer; and/or performing digital troubleshooting; removal and replacement of discrete system components; or repair of electronic equipment is NOT qualifying.**

HIGHLY DESIRABLE QUALIFICATIONS:

1. Training and/or experience providing support functions for Windows XP, Outlook/Exchange, Crystal Reports and Queries, Cognos Insight, Microsoft Office Suite (Word, Excel, PowerPoint, and Access), and Windows Active Directory. Examples of support functions include: password resets, basic user account administration, and user assistance with applications such as formatting, printing, and features in Word or Excel, or basic database functions in MS Access.
2. Associate's Degree or higher in the field of computer science or information systems.
3. Familiarity with imaging hard drives and using remote software installation tools (such as Altiris).
4. Familiarity with configuring various types of network access, primarily Active Directory.
5. Experience supporting Business Objects reporting tool.
6. Strong verbal and written communications and interpersonal skills.

LICENSE: A valid California Class C Driver's License may be required at the time of hire.

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HOW TO APPLY: You must complete a **STANDARD EMPLOYMENT APPLICATION** for this position by responding to all questions and submitting the completed application to the City of San Diego Personnel Department. You may complete/submit a hard copy (paper) application or an online application via the internet. Please read the following instructions for each method of submission.

HARD COPY (Paper Submission)

1. You must also submit a completed DATA ENTRY FORM.
2. To show proof of any required degrees, certificates, licenses, etc. you must attach a copy of the documents to your application.

ONLINE (Internet Submission)

1. Do **NOT** complete /submit a Data Entry Form. The information will be automatically added to your file.
2. To show proof of any required degrees, certificates, licenses, etc. you must submit a copy of the documents in person or FAX/MAIL them to the Personnel Department with the cover sheet provided during your online session. Follow the instructions on the cover sheet.

THE SCREENING PROCESS will consist of a comprehensive evaluation of the **Standard Employment Application** for applicable education, experience, and/or training. Only those applicants that clearly demonstrate meeting the requirements specified above will be placed on the eligible list. Approved applications will be made available to the hiring department(s) for review.

ELIGIBLE LIST: Candidates who are successful in the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, only those candidates with the most appropriate qualifications will be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which may include but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice (DOJ) for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment. **Information Systems Technicians may be required to provide support services to the Police Department and meet strict security regulations. Therefore, in addition to the standard employment DOJ records check, candidates may be required to submit a comprehensive Background Investigation package and successfully complete a thorough background check, which may include a polygraph examination.**

SUPPLEMENTAL QUESTIONS: In Section 4 of the Standard Employment Application, you **MUST** respond to all of the following questions or your application will be rejected. Provide sufficient details since this information will be used to evaluate your qualifications related to this job. Describe your education, training, and/or experience related to each question; **indicate where the education, training, and/or experience was obtained** (e.g., specify the employer, educational coursework, training classes); and provide comprehensive information regarding what duties you have performed. If you do not have any education, training, and/or experience in a requested area, write "None" for that particular question.

1. List the college/university level coursework you have completed in **Computer Science and/or Information Systems**. Specify the number of units (semester or quarter), name of school, and the date completed for each course listed. If you have a degree in Computer Science or Information Systems, you do not need to answer this question.
2. Describe, in detail, your qualifications in the following areas (a through j).
 - a. Computer hardware acquisition and installation (specify hardware)
 - b. Computer software acquisition and installation (specify software)
 - c. System accounting and resource control (asset management)
 - d. Training system users
 - e. Recommending modifications to existing systems
 - f. Performing on-going system maintenance and troubleshooting
 - g. Configuration of desktop PC's for various network access including Netware, Windows, and Active Directory
 - h. Creating hand coded HTML, DHTML, and/or XML using industry standard web authoring tools
 - i. Developing and/or generating statistical reports from a relation database such as an Integrated Library System (ILS)
 - j. Installing, securing, and maintaining both wired and wireless networks within a public facility⁹

MMB/December 4, 1998/*Rev. 9 (02-20-09)/Class 1401

THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "EXCELLENCE IN PERSONNEL SERVICES"

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER