



THE CITY OF ROCKLIN ANNOUNCES AN
OPENING FOR:

INFORMATION TECHNOLOGY SPECIALIST

\$64,675 - \$89,155 per year

The Vision Statement of the City of Rocklin is to become a city that provides its citizens with exceptional quality of life while maintaining its small town sense of community.

[APPLY HERE](#)



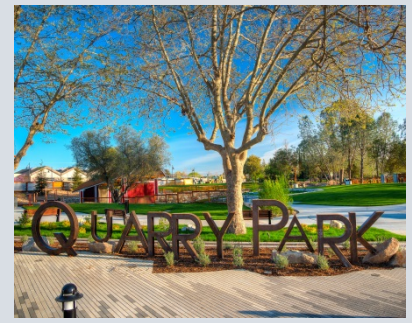
Application Deadline:

Monday, September 30, 2019 by 5 PM

CAREER OPPORTUNITY

The City of Rocklin is looking for an Information Technology Specialist for the IT Division to perform a variety of technical duties in the Support Services program area of the Information Technology Division; assists with the maintenance and administration of the day-to-day operations of the City-wide network; provides technical support to City Departments related to a variety of computer hardware, peripherals, and software applications; manages user accounts and user access to network resources; provides technology training to department users; works with vendors to resolve hardware and software issues; assists Application Services staff with daily business and enterprise application administration and support; assists Infrastructure Services staff with daily network and server administration and support; performs related work as required.

This journey-level classification performs specialized functions associated with the City's information systems. Responsibilities include technical desktop support, troubleshooting hardware and software applications, assuring the security of personal computers, and assisting with the implementation of new software and/or hardware, and the overall maintenance of user accounts. Activities require a high degree of skill, judgment, and responsibility. Assignments may be flexible but within the design and procedural framework established by higher-level classes. This class is distinguished from the Senior Information Technology Specialist in that the latter is the advanced journey-level leadworker responsible for providing lead direction to IT Specialists and overseeing the City's help desk which includes reviewing, prioritizing, assigning, and scheduling work.



COMMUNITY

The City of Rocklin is located in South Placer County at the intersection of Interstate 80 and State Highway 65, and is a thriving community of 69,249 residents located at the base of the Sierra Nevada Mountains. Rocklin is a preferred location for business and living due to its convenient location, excellent schools, diverse mix of housing, abundant parks and recreational opportunities, and the highest commitment to public safety.

Rocklin's outstanding educational systems includes Rocklin Unified, one of the top-ranked unified school districts in the state, as well as Sierra College, ranked first in Northern California for transfers to UC and CSU universities and William Jessup University, a fast-growing private, 4-year university. In addition to vibrant retail centers, Rocklin has a diverse range of business types including finance, insurance, health care, technology, engineering and utilities. Businesses choose to make their home in Rocklin because of our strong demographics, low business license fees and a great quality of life that appeals to employers and their employees.

TEAM ROCKLIN CULTURE

As an organization, the City of Rocklin is dedicated to maintaining high standard of service, a collaborative team environment, innovative ideas, transparency, and on-going training and development. Team Rocklin takes pride in serving the citizens and maintaining a safe and thriving community. Rocklin team members appreciate the strong support they receive from the citizens who respect and value what they do to keep the City a great place to live, work and play. Working at the City of Rocklin, you can see firsthand the strong sense of community and high standard of service. Rocklin continues to be an innovative leader that is creating its own identity by challenging the status quo. Team Rocklin members are capable experts in their fields, who work together to accomplish the strategic objectives set forth by the City Council.

ORGANIZATION

The City of Rocklin is a General Law City and operates under the Council/Manager form of government. Five Council Members are elected at large for four-year terms. Each year, the Council elects the Mayor and Vice-mayor from within their ranks. The City Council appoints the City Manager. Management staff from all departments work closely together to ensure stable growth and ongoing quality of life within the community. The City Council consistently supports public safety goals and efforts to maintain one of the safest communities in the State.

The City prides itself as having friendly people, small town charm, as well as tree-lined and safe, thriving neighborhoods. City staff work closely with residents and businesses to provide the best municipal services possible.



SALARY AND BENEFITS

■ Salary Range

\$64,675 to \$89,155 per year

■ Medical/Retiree Health

A variety of plans are offered through CalPERS. The City contributes up to \$1,200 per month to active employees and eligible retirees, and the employee pays the difference. Employees who retire by 6/30/2021 are guaranteed the City's \$1,200 per month contribution for retiree health.

Dental and Vision

City-paid for employee and dependents

■ Leave Accruals

Sick Leave: 12 sick days per year

Vacation: 15 days first year, progresses up to 27 days based upon years of service

Holidays: 10 paid holidays per year

■ Retirement-CalPERS (in accordance with Public Employees' Retirement Law)

2% @ 62 (PEPRA) employees: Hired on or after January 1, 2013 with no prior membership with a California public retirement system or not eligible for reciprocity.

2% @ 55 (Classic) employees: Current CalPERS members or former CalPERS members without a break of service of more than 180 days.

■ Deferred Compensation

Rocklin offers optional programs for employee participation (457 plans).

■ Insurance

Life Insurance and AD&D: City paid \$50,000

Long-Term Disability: Coverage is 50% of monthly salary up to \$6,000 per month.

[Click here to view Benefits Summary](#)

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

The incumbent will be responsible for providing technology support to City departments related to a variety of computer hardware, peripherals, and software applications. Duties include, but are not limited to, the following:

- Reviewing and tracking help desk requests; coordinating work with end users and/or managers to ensure that customer needs are met; maintaining records of work completed and resolutions.
- Coordinating and providing technical support over the telephone, through email, remotely, and/or in person to City personnel; troubleshooting and solving standard software, hardware, voice network, telecommunications, and network problems.
- Testing, installing, troubleshooting, and maintaining desktop hardware and software, such as desktop computers, laptops, tablets, and related peripherals, software applications, multifunction printers, networking and audio/visual equipment.
- Creating and managing PC images; installing, upgrading, and maintaining computer workstation hardware, peripherals, mobile devices, and associated software; managing and executing the installation of upgrades and system patches.
- Performing routine component replacements and upgrades as required.
- Providing one-on-one training pertaining to the use of standard applications, equipment, and/or systems, such as audio/video equipment, telecommunication equipment and systems, personal and laptop computers, mobile devices, and general office software.
- Creating user IDs, modifying user profiles, resetting passwords, maintaining email accounts and distribution lists, and performing regular file maintenance; setting up user access permissions consistent with City policies and procedures; documenting changes and revisions.
- Participating in ongoing inventory management activities including registering, tagging, and updating the assignment, status, and location of technology equipment.

[Click here to view the job specifications](#)

MINIMUM QUALIFICATIONS

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an associates degree from an accredited college in computer science or a closely related field and five (5) years increasingly responsible experience working with networks and personal computers.

LICENSE REQUIREMENT

- A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

APPLICATION PROCESS

Applicants may apply [on-line](#) or by submitting [a hard copy employment application](#) as well as the supplemental questionnaire to the Human Resources Dept. at the address below. Incomplete applications will not be accepted. [Electronic](#) submittals are preferred.

City of Rocklin – Human Resources Dept.

2nd Floor City Hall

3970 Rocklin Road, Rocklin, CA 95677

Phone: (916) 625-5050/FAX: (916) 625-5099

Job Line: (916) 625-5060

SUPPLEMENTAL QUESTIONNAIRE

1. Describe your education and training that qualifies you for this position.
2. Describe your experience working with networks and personal computers.

SELECTION PROCESS

Applications will be screened based on qualifications, and those applicants that best meet the needs of the City will be invited to participate in the next step in the City's selection process.

Offers of employment are conditional upon successful completion of a pre-employment fingerprint clearance. All applicants will be notified by e-mail following application review.



ROCKLIN
CALIFORNIA

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[APPLY HERE](#)

The City of Rocklin is an equal opportunity employer.

If you possess any disabling limitation that would require text/interview accommodation, please inform the Human Resources Department upon submittal of the application. Medical disability may be required prior to accommodation.