TECHNOLOGY SPECIALIST III

$77,916 - $94,723 Annually

**Please apply by Friday, February 23rd, 2024**

Oral interviews tentatively scheduled for the week of March 4th, 2024

THE IDEAL CANDIDATE

Community Services Agency is looking for a talented, professional, technology skilled-individual. Customer focus with a willingness to be part of the team should be at the heart of the candidate's priorities. The ideal candidate should possess the skills and understanding of project management methodologies, as well as having an in-depth knowledge of various computer hardware and software technologies and be comfortable working under pressure.

ABOUT THE POSITION

The Technology Specialist III is the professional-level position in this series. This classification performs a variety of technical duties in support of computer hardware and/or software with emphasis on various specialized applications that have a medium to high degree of complexity. These include at least one of the following: ORACLE or SQL Databases, Office Automation Suites, Internet/Intranet Applications, Electronic Document Management Systems, Rapid Application Development Applications, Departmental/Enterprise-wide Applications such as Justice, Health and Social Services, PeopleSoft, Geographic Information Systems, and Help Desks. Assignments require knowledge of specialized applications typically running on the server or the desktop and familiarity with the infrastructure necessary to support them. Duties in this classification require a broad range of skills spanning both software and hardware, but with the greater emphasis on applications. This classification requires experience in supporting specialized applications in government or corporate environments as well as technical judgment and initiative in making decisions in accordance with established guidelines. Generally, duties assigned at the Technology Specialist III level are performed with less of a need for instruction, support, and supervision. In addition, the variety and complexity of applications worked with is greater at the Technology Specialist III level. This individual also provides direction and support to other IT staff. This position is subject to overtime, standby, weekend, holiday, shift, and callback assignments. Performs related duties as assigned.
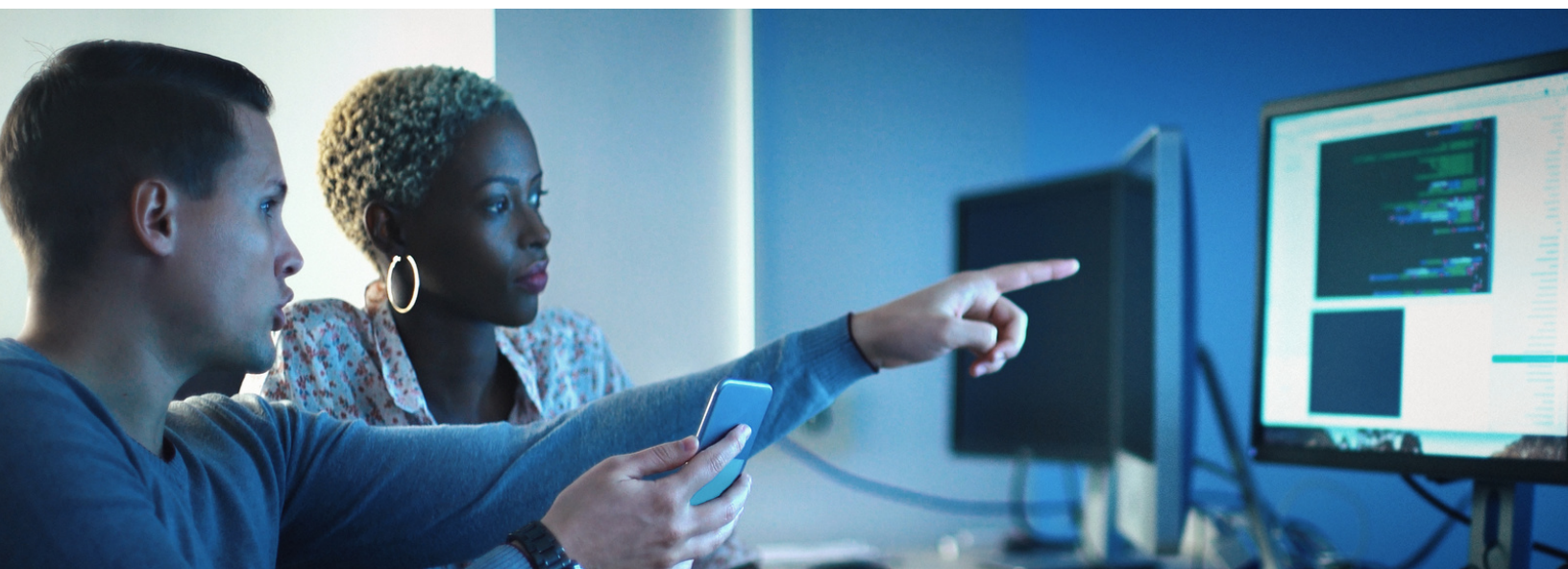
TYPICAL TASKS

- Supervise, train, and evaluate performance of staff;
- Acts as a technical resource for staff; provides support for one or more specific department programs or applications, requiring specialized expertise; tests programs and applications from the user's perspective; may troubleshoot new applications and/or systems to ensure functional operation;
- Leads assigned staff in support of assigned department and program(s); provides leadership and direction to assigned team;
- Assists in developing, implementing, and explaining policies and procedures;
- Participates in the selection of staff, coordinates staff training, provides input to performance evaluations, coaches staff;
- Serves as a trainer for technology staff regarding new procedures and software applications; demonstrates the software application systems; prepares written procedures and training materials for staff;
- Assists users of a particular application where detailed knowledge of the specific application is required, troubleshooting, debugging, and resolving a variety of operations/business-process related applications problems;
- Coordinates and provides second and third level technical support to County personnel, over the telephone; analyzes and solves complex software, hardware, and network problems;
- Verifies the location of the problem; elicits information from end user on the nature of the issue; resolves issue or refers to higher level staff member when necessary;
- Reviews and tracks service requests and trouble reports related to hardware and software problems and coordinates with end users and/or managers to ensure that customer needs are met. Maintains records of work completed and resolutions;
- Monitors the network consoles; prioritizes, schedules, and dispatches field calls; monitors network security in close coordination with Information Technology staff;
- Performs workstation troubleshooting; performs configurations of new desktop and laptop images; installs, upgrades, and maintains computer workstation hardware, peripherals and associated software; manages and executes installation upgrades and system patches;
- Creates user IDs, modifies user profiles, resets passwords, and performs regular file maintenance; sets up basic user access permissions consistent with County policies and procedures; documents all changes and revisions;
- Monitors routine system parameters such as response time and general performance; tests and sets up basic hardware and software configurations; performs basic maintenance and repair on system components;
- Receives, reviews and/or logs requests from end users regarding computer hardware, software and/or peripheral equipment problems; writes and tracks trouble tickets/work orders;
- Instructs others in the generation of, and design and generate a variety of, routine and ad hoc customized reports based on customer requirements;
- Uses understanding of business operations to help identify potential enhancements efficiencies; defines user requirements, designs basic solutions;
- Monitors and tests website functionality to ensure optimal performance for end users; provides recommendations for performance improvements; designs website content; reviews and monitors content to ensure consistency with County policies and procedures;
- Completes, reviews, and/or approves a variety of forms, including requests for hardware and software, and user access;
- Updates web content; identifies and repairs broken links; archives web content;
- Administers and maintains County standards for system hardware and software; develops system related documentation;
- Participates in application installation, configuration, upgrades, and maintenance;
- Generates standard reports from various database applications;
- Reviews, submits, and tracks requests for system enhancements and equipment upgrades;
- Maintains an inventory of all computer systems, peripherals, and software;
- Provides after hours technology support as assigned; and
- Performs other related duties as assigned.

TYPICAL TASKS CONT.

In addition to the above, when assigned to Telecommunications:
- Provides technical assistance in the installation, maintenance, modification, troubleshooting, and repair of telecommunication equipment such as PBX and/or VoIP equipment, voice mail systems, uninterrupted power supplies, telephone handsets, radios, network cabling, paging/public address equipment, intercoms, T1 circuits, optical fiber and related equipment;
- Assists in telecommunication system moves, ads and changes; reviews installation sites and determines amount of cabling needed to conduct installation; installs cabling, jacks, and related components;
- Receives service/repair calls or maintenance alarms; investigates, analyzes, and diagnoses the operation and performance of electronic, radio and wire systems and equipment; and initiates action to optimize system/circuit effectiveness;
- Troubleshoots digital and analog switching equipment malfunctions and takes necessary actions to restore systems; and
- Provides training to personnel of customer departments on the use and features of telecommunications equipment and systems.

In addition to the above, when assigned to GIS:
- Performs GIS layer updates; and
- Creates forms using Survey 123 from existing layers.

MINIMUM QUALIFACTIONS

Knowledge:
- Computer hardware and software, operating systems, workflow processes, direct access techniques and remote processing;
- Operational characteristics of local and wide area network systems;
- Operational characteristics of communication systems, equipment, and devices;
- Automated systems/software utilized in area of assignment, including work processes, methods of data entry/retrieval, and system navigation;
- Methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, and communication system hardware and software;
- Tools used in the maintenance, testing, troubleshooting, and installation of personal computers, communications equipment, network components, and peripheral equipment;
- Principles and practices of effective customer service;
- Principles and practices of effective team building, team leadership and conflict resolution;
- Safe work practices when working with electronic equipment;
- Operations, services, concepts, terms and activities common to a comprehensive, state of-the-art information technology program; and
- Principles of records and database management.

In addition to the above, when assigned to Telecommunications:
- Radio communications and electronics including Microwave radio theory and operations; and
- Standards and protocols for data/voice communications.

SKILLS/ABILITIES

- Supervise staff, plan, assign and delegate work, monitor performance, take corrective action;
- Understand the operations and functions of an assigned business unit;
- Develop training materials; train team members in the use of complex technical equipment and software;
- Perform complex duties related to troubleshooting, configuring, performing repairs and assignment specific desktop and network hardware and software issues and respond appropriately to customer service requests;
- Write procedures and documentation for problems, solutions, and standards;
- Track service requests and trouble reports and ensure problems are resolved;
- Execute system testing plans and test, troubleshoot and de-bug programs using appropriate technology to ensure system functionality;
- Read, comprehend, and retain technical information on computer products and systems;
- Communicate clearly and concisely, both orally and in writing;
- Communicate technical issues to individuals with varying degrees of information technology knowledge;
- Establish and maintain effective working relationships with those encountered during the course of the work;
- Organize and manage multiple priorities and perform a variety of work assignments;
- Work independently and as a cooperative, contributing member of a team;
- Provide on-call service during off hours, evenings, weekends and holidays; and
- Work with confidential and protected information and maintain confidentiality of data.

EDUCATION & EXPERIENCE

PATTERN I

- Two (2) years of experience providing technical support of computer applications and equipment at a level equivalent to Technology Specialist II in Stanislaus County.

PATTERN II

- Equivalent to the completion of an Associate's Degree from an accredited college or university with major coursework in computer science, information technology, or a related field. Possession of an approved information systems technology certificate, or completion of an approved information systems training course may substitute for all or part of the above required education; AND
- One (1) year at a level equivalent to Technology Specialist I in Stanislaus County.

LICENSE OR CERTIFICATE:

- Some positions may be required to possess and maintain a valid California Driver's License and meet County insurability requirements.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

Join our team & make a difference in Stanislaus County!

COMPENSATION & BENEFITS

Approximate Annual Base Salary:
$77,916 - $94,723 Annually

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time represented County employees including:

- Excellent retirement benefits
- Medical, dental, vision, and basic term life insurance plans
- Vacation Accruals
- Disability protection
- 96 hours of sick leave annually
- 12 paid holidays annually
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details available upon request

RECRUITMENT INCENTIVES:
Employee Choice Bonus Plan:
Stanislaus County now offers an employee bonus worth up to $10,000! Visit stanjobs.org for more information.

Career Ladders:
We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization—from Accounting to Public Safety to IT.

Learning Institute:
Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

WELLNESS BENEFITS
The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.

clubwellness

CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Classified Service of the County and is assigned to the Technical Services bargaining unit for labor relations purposes. Individuals who are in a full-time classification position are required to serve a twelve-month probationary period, which may be extended an additional six months, for a total of eighteen months.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at http://www.stancounty.com/riskmgmt/ under "Disability Management".

APPLICATION PROCEDURES/FINAL FILING DATE

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

GENERAL QUALIFICATIONS

Pass County-paid pre-employment job-related background investigation.

Perform job duties in a manner assuring a safe working environment for oneself and others.

Maintain confidential information according to the legal standards and/or County regulations as required.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.