CITY OF SAUSALITO

420 Litho Street, Sausalito CA 94965
Attn: Human Resources
(415) 289-4130   FAX (415) 289-4167
snichols@ci.sausalito.ca.us

SYSTEMS TECHNICIAN
($4,580/month -- $6,137/month)

One Full-time Position in the Technology Department
Application Deadline: Friday, March 22, 2013 by 5:00 p.m.

JOB DUTIES:

THE SYSTEMS TECHNICIAN is characterized by the responsibility to provide customer support for the City staff in the functionality and connectivity of all technology resources needed for the successful performance of their jobs including but limited to computers, data networks, telephones, the City website, internet and wireless communications devices. The Systems Technician will perform installations, configurations, troubleshooting and maintenance of hardware, software, peripheral and related technology equipment for the City of Sausalito employees.

The successful candidate will have exceptional communication, organizational, and interpersonal skills. Appointments will be based on experience and overall qualifications.

TYPICAL DUTIES FOR THE POSITION INCLUDE:

Depending upon assignment, duties may include, but are not limited to, the following:

- Receive and respond to requests for assistance from users;
- Research, analyze, and implement solutions to technology systems problems;
- Provide technical assistance and guidance to staff in the network environment with regard to applications, workstations, transfer of data, printing, email, telephone, voicemail and connectivity to the local area network, wide area network applications (such as library or police database applications.);
- Build workstation images for computers and thin client accounts;
- Diagnose systems failures due to malware, viruses, incompatible service packs or faulty/failed hardware or software;
- Assist in planning and acquisition of software based on the City's needs and technological advancements;
- Maintain software database and license compliance;
- Documents steps taken, trouble requests resolved and processes regarding the deployment and diagnosis of all systems;
- Test the operation of new and modified systems prior to deployment;
- Monitor the operational health of servers, systems and update service packs or updates as needed;
- Identify ways to improve internal I.T. processes or workflow for staff

QUALIFICATIONS:

Must have working knowledge of:
- Networking in a Windows Domain environment; including
    - Active Directory and Window Domain architecture;
    - TCP/IP, including sub-netting, DNS, DHCP, Netbios, layer 2 switching;
    - NTFS permissions/security
    - Environment shaping with Desktop Authority or an equivalent OU/script management solution;
    - Windows XP, Windows 7 and Mac OS X (Lion or better) in a Windows 2008 Active Directory Domain
- Virtualization with VMWare products and methodologies
- Extensive knowledge supporting Microsoft Exchange 2010 with Outlook 2007/2010 in an Active Directory environment
- Providing connectivity and support for iOS and Android mobile devices with VPN and Microsoft Active Sync.
- Supporting ShoreTel VoIP/SIP and traditional analog telephony

Ability to:
- Communicate effectively and clearly with those contacted in the course of work;
- Demonstrate independent judgment, initiative and perseverance;
- Interact diplomatically with diverse groups and be a team member;
- Trouble-shoot equipment and facility malfunctions and problems.
- Work evenings, weekends, holidays and standby as assigned;
- Ability to interact in a positive and helpful manner with members of the public, the City staff and other agencies;
- A strong work ethic and sound organizational skills.

REQUIREMENTS: Any combination of relevant experience and education that provides the required knowledge and abilities qualifies:

Experience: Minimum four years of working experience performing all of the above listed duties. Local government experience is preferred.

Education: Equivalent to completion of the twelfth grade; Microsoft certification; MCITP Enterprise Desktop Administrator Windows 7 (or equivalent) with experience using Exchange 2003 or better with Active Directory (Windows 2003 or better).

Licenses/Certifications Required:
- Valid California Driver License (verification of insurability);

SPECIAL REQUIREMENTS: Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb, and lift up to 50lbs.

THE COMMUNITY: Sausalito is a beautiful, San Francisco Bay front city of 7,400 residents within 2.2 square miles that serves a visitor population that may be several times the size of the year round population. The community is geographically blessed with a variety of natural features that define residential neighborhoods, commercial districts, harbors and waterfront, and a maritime-oriented office/industrial district. The blend of historical buildings, wooded hillsides, sweeping Bay and San Francisco views nestled against the Golden Gate National Recreation Area combine to make Sausalito a community of unparalleled charm and natural beauty. Residents are community-oriented and very supportive of City staff.

CITY GOVERNMENT: Sausalito is a General Law City incorporated in 1893 and has a City Council/City Manager form of government. The City provides a full range of services including Administration, Finance, Police, Fire, Public Works, Parks and Recreation, Community Development and a Public Library. The City Council and staff value positive relationships with the residents, businesses, visitors and outside agencies.

THE I.T. DEPARTMENT: The Technology Manger supervises the System Technician staff position.

BENEFITS:

Cafeteria Benefit Plan: The City offer a healthy cafeteria benefit program including chooses among plan options for medical, dental, vision, life insurance, long-term disability, and PERS long-term care insurance.

Leave: Employees earn 10 hours vacation and 8 hours sick leave per month. Employees in the I.T. Department are entitled to 10 paid holidays and 16 hours of "floating holiday" time each year.

Retirement: This position pays into the CalPERS Retirement System and NOT Social Security.

APPLICATION PROCEDURE:

To obtain an Employment Application and detailed job information brochure:
- Request the Application by e-mail to: snichols@ci.sausalito.ca.us   OR
- Print the Application from the City website http://ci.sausalito.ca.us/Index.aspx?page=598

Submit all application materials by **5:00 p.m. on Friday, March 22, 2013** by mail, or delivery to:
City of Sausalito / Attn: Human Resources
420 Litho Street, Sausalito, CA 94965

To be considered, applicants must complete and submit ALL of the following:

- Cover letter that describes why this position appeals to you and the highlights of your career that best qualify you for the Systems Technician position.

- City Employment Application completed and signed. *(Please note that the Applicant Tracking Form portion of the Application must be submitted; be assured that it is separated from the application upon receipt, and the information submitted on the Tracking Form is NOT processed in connection with any individual's application so that the information remains "anonymous".)*

- A list of references: 3 professional references <u>and</u> 3 personal references *(The City of Sausalito will NOT contact these references unless the applicant becomes a finalist in the selection process, and if that is the case, the applicant will be informed before the City makes contact with the references in order to allow the applicant to forewarn the references of the call they should expect from the City.)*

- Résumé.