CITY OF CLOVIS, CALIFORNIA
invites applications for the position of:

Information Technology Technician

An Equal Opportunity Employer

SALARY: $20.16 - $24.50 Hourly
$3,494.00 - $4,247.00 Monthly
$41,928.00 - $50,964.00 Annually

OPENING DATE: 04/22/14

CLOSING DATE: 05/16/14 04:30 PM

DESCRIPTION:
DEFINITION
Under supervision, performs work involving entry-level technical skills in the operation of information technology support. Installs, configures, troubleshoots, and maintains computer and telephone hardware, software, and data/voice communications equipment; provides technical assistance to users; and performs specialized graphics design and administrative functions associated with information technology; and performs related work as required.

CLASS CHARACTERISTICS
Incumbents in this classification perform entry-level technical support work associated with installing, maintaining, and troubleshooting computers, telephones and other data/voice communications equipment. In addition, incumbents provide graphics design support to all city departments as well as administrative support to the Information Technology Division. This classification is distinguished from the Information Technology Specialist classification in that the latter has advanced technical responsibilities related to network, operating systems, applications and web administration; technical and functional direction of technical staff; and its role in providing advanced technical support in a specialized area of responsibility. Incumbents receive thorough instructions when tasks are initially assigned and after training are expected to perform duties without constant supervision. Work is reviewed periodically while in progress and upon completion. Incumbents are expected to refer most variations in work to the supervisor for instructions.

EXAMPLES OF DUTIES:
Provides technical support for phone and computer systems; installs, configures and maintains computer equipment; loads, tunes, configures, and upgrades fixed and mobile technology systems; troubleshoots, diagnoses and resolves computer problems; prepares and maintains inventory of hardware and software; maintains a record of work activities including installation, repair, maintenance, replacement, and testing of computer and telephone hardware and software; maintains system documentation; maintains current and accurate files; performs complex computer graphics design tasks including website design and marketing material; provides administrative support to the division; assists in maintaining and administering local area networks; provides support for Internet services; performs system upgrades; monitors system performance; performs preventative maintenance of equipment; follows schedule of system activity and processes application and service requests; and performs related work as required.

TYPICAL QUALIFICATIONS:

LICENSE REQUIRED
• Possession of a valid California Driver's License and a good driving record.

EDUCATION AND EXPERIENCE
Any combination of education or experience equivalent to:

Education:
• Completion of two (2) years (60 semester units) of college level coursework in
  the area of computer science, information systems, or a closely related field.

Experience:
• Two (2) years of work experience providing technical phone and computer
  system support, graphics design, and office support.

SUPPLEMENTAL INFORMATION:
PHYSICAL DEMANDS AND WORKING CONDITIONS
Work is primarily sedentary, performed in an office setting with frequent interruptions, multiple priorities and deadlines, inquiries, and peak workloads. Work involves occasional lifting, carrying, and/or pushing of objects weighing up to 25 pounds.

SELECTION PROCESS
Interested applicants must submit a completed City of Clovis employment application and supplemental questionnaire no later than **4:30 p.m. on May 16, 2014**, to the City of Clovis Personnel Office. Postmarks will not be accepted. Applications may be submitted on-line at www.cityofclovis.com or delivered to the City of Clovis Personnel Office at 1033 Fifth Street, Clovis, CA 93612. For additional questions, you may contact Personnel at (559) 324-2725. Brief resumes are welcome as a supplement to the City's standard application form; however, **the application form and supplemental questionnaire must be filled out completely to be considered**. You may attach your resume at the time of application submission to the attachment section of the application form or submit by fax or hand delivery by the deadline date. A resume only may not be submitted in lieu of a completed employment application to be considered. **Applicants may not attach any additional documents that are not required to their application or submit any other documents by mail, fax, or hand delivery**. Veterans Preference Points may be provided if a DD Form 214, demonstrating qualifying service, is attached to the employment application at the time of application submission. **Reasonable accommodation, when needed, for otherwise qualified candidates with disabilities, must be requested in writing at the time of application submission**. **Applicants will receive notification regarding the status of their application by email, phone, or mail once the applications have been processed and reviewed**.

Applicants must meet each qualification for the position by the deadline date. All applications will be reviewed based on the necessary employment standards for the position. Those candidates who best meet the needs of the operations may be invited to participate in an oral and/or written examination that will be weighted 100%. Applicants receiving a passing score may be placed on an eligibility list for a period of up to one (1) year. **As determined by the City and at the City's expense, successful candidates shall be required to complete and pass a Personal History Questionnaire, a polygraph examination, an extensive background investigation, a medical examination, and a drug/alcohol screen**. Proof of citizenship or eligibility to work in the U.S., and possession of a valid California driver's license and good driving record will be required prior to hire.

The examination may consist of questions relative to knowledge of principles and practices of computer and telephone support services, computer hardware and software applications, including word-processing, spreadsheet, email, and associated security and backup procedures; computer application software, such as Microsoft Office, Exchange, and Internet Explorer; personal computer diagnostic hardware utilities and testing equipment; principles of data communications protocols and hardware; graphics design; and proper English usage, spelling, grammar, and punctuation. The examination may also contain questions regarding the ability to quickly become proficient in the use of new computer software and hardware; communicate effectively orally and in writing; obtain and maintain security clearance sufficient to access all necessary computer systems; operate a vehicle observing legal and defensive driving practices; lift and move heavy objects; work flexible hours to accomplish system tasks; communicate clearly and easily with users and vendors of varying levels of technical expertise; establish and

maintain effective working relationships with those contacted in the course of the work; perform administrative and technical projects with minimal guidance; keep up to date with technology; and independently diagnose and resolve telephone and computer problems.

This job flyer does not constitute a contract and its
terms and conditions can change without notice.

THE CITY OF CLOVIS IS AN EQUAL OPPORTUNITY EMPLOYER

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.cityofclovis.com

OUR OFFICE IS LOCATED AT:
1033 5th Street
Clovis, CA 93612
o: 559-324-2725 f: 559-324-2865

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Job #14-028
INFORMATION TECHNOLOGY TECHNICIAN
MP

Information Technology Technician Supplemental Questionnaire

* 1. Carefully complete your application and supplemental questionnaire. It is important that your application show all the relevant education and experience you possess. To be considered for this position all relevant education must be listed on the application under the "Education section," and all relevant experience must be listed on the application under the "Work Experience section."

❏ Yes, I have read and understand the information listed above.

* 2. To qualify for this position all relevant education must be listed on the application under the "Education section." Have you completed two (2) years (60 semester units) of college level coursework in the area of computer science, information systems, or a closely related field?

❏ Yes   ❏ No

* 3. To qualify for this position all relevant work experience must be listed on the application under the "Work Experience section." Do you possess two (2) years of work experience providing technical phone and computer system support, graphics design, and office support?

❏ Yes   ❏ No

* 4. I acknowledge that I must meet each qualification for the position at the time of application submission and must list all the relevant education and experience that I possess on the employment application to be considered for the Information Technology Technician position.

❏ Yes, I have read and understand the information listed above.

* 5. I acknowledge that if I am successful in the recruitment process for the Information Technology Technician position that I shall be required to complete and pass a Personal History Questionnaire, a polygraph examination, an extensive background investigation, a medical examination, and a drug/alcohol screen.

❏ Yes, I have read and understand the information listed above.

* Required Question