



THE COUNTY OF STANISLAUS

INFORMATION TECHNOLOGY CENTRAL



Stanislaus County
now offers an employee
bonus worth up to
\$10,000 or 21
additional days of
leave time!*

**See inside for details*

Technology Specialist I/II (Help Desk)

\$51,209- \$83,179 Annually

Apply by October 18, 2024 at 5pm

THE POSITION

IT Central is looking to fill one vacancy at the Technology Specialist I/II level on the Help Desk Team. Under general supervision, performs a wide range of technical duties in a help desk environment, troubleshoots and resolves system/application related support requests pertaining to maintenance and administration of computer hardware and software and telecommunications systems to meet business needs. This classification serves as a first and second-level responder. Incumbents may install/set up peripherals, operating systems and user applications; may assist to deploy hardware and software upgrades, patches; installs, configures and administers a variety of commercial off-the-shelf (COTS) and internal applications; and performs other related duties as assigned.

THE IDEAL CANDIDATE

Stanislaus County Information Technology Central is looking for a bright, ambitious, customer-focused professional to join our team. IT Central is a dynamic workplace where we all strive to provide services to our customers in a responsive, progressive, and most importantly, friendly way. Candidates should be eager to apply their expertise, learn new skills and approaches, broaden their horizons by stepping outside of their comfort zones, and function effectively in service of their team's objectives while being able to communicate technical concepts to customers. The ideal candidate will be optimistic, self-motivated and believe in the power of technology to have a positive impact in the community we serve.



Information Technology Central

prioritizes delivering efficient public services and infrastructure to benefit residents and businesses!

For more information on Information Technology Central, scan the QR code or visit www.stancounty.com/itc





TYPICAL TASKS

TECHNOLOGY SPECIALIST I

- Coordinates and provides technical support to County personnel, over the telephone; analyzes and solves standard software, hardware, and network problems;
- 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;
- Provides first-level assistance to customers; 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;
- Prioritizes, schedules, and dispatches field calls;
- 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;
- Provides one-on-one training pertaining to the use of standard applications, equipment, and/or systems, including audio/video equipment and telecommunication equipment and systems, personal computers, lap top computers, mobile devices, and general office software;
- 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;
- 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;
- Reviews, submits, and tracks requests for system enhancements and equipment upgrades;
- Maintains an inventory of all computer systems, peripherals, and software;
- Performs miscellaneous administrative duties as needed, such as data entry and billing activities;
- Provides after hours technology support as assigned; and
- Performs other related duties as assigned.

TECHNOLOGY SPECIALIST II

- The Technology Specialist II encompasses all standard typical tasks outlined for a Technology Specialist I above. This is the journey level class in the Technology Specialist series. Employees at this level work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

MINIMUM QUALIFICATIONS

EDUCATION & EXPERIENCE

TECHNOLOGY SPECIALIST I

PATTERN I

- One (1) year of experience providing technical support of computer applications and equipment.

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.

TECHNOLOGY SPECIALIST II

PATTERN I

- Two (2) years of experience providing technical support of computer applications and equipment at a level equivalent to Technology Specialist I 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:

Proof of education is required for verification purposes at the time of application. Applicants who are unable to submit proof, must call (209) 342-1737 to make other arrangements. Foreign education diploma requires equivalency evaluation to be attached at time of application. Failure to submit proof will result in disqualification.

Some positions may be required to possess and maintain a valid California Driver's License and meet County insurability requirements.

For the full listing of Minimum Qualifications, including Knowledge, Skills and Abilities:

Scan the QR code or click [here](#) for the link



Technology Specialist I



Technology Specialist II





**STANISLAUS
COUNTY HUMAN
RELATIONS**

Take Your Place.



JOIN OUR TEAM and receive a bonus worth **UP TO \$10,000** or 21 additional days of leave time!*

*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000-\$10,000 OVER THREE ANNUAL INSTALLMENTS

YOU CHOOSE: One month's worth of

Scan the QR code with a camera app to watch the Employee Choice Bonus Plan video!



Cash Payout

Redo that kitchen or paydown debt.

It's all yours.



Leave Time

Take a little extra time off and enjoy yourself.

You've earned it.



Deferred Compensation

Reduce some taxable income and receive it later.

Why not?



**STANISLAUS
COUNTY HUMAN
RELATIONS**

Take Your Place.



clubwellness
myclubwellness.org

Employee Choice Bonus Plan

UNDERSTANDING THE DETAILS



JOIN OUR TEAM BY JUNE 30TH, 2025 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow eligible employees, current active full-time employees or those hired full-time on or before June 30, 2025, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



Option 1 BONUS CASH PAYMENT

(Default if employee declines to make a choice)

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



Option 2 BONUS LEAVE TIME

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



Option 3 BONUS DEFERRED COMPENSATION CONTRIBUTION

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

Eligibility for Employee Choice Bonus Plan



- Must be an active full-time employee on each vesting date and during the pay period of the payment date to receive each payment.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2025, are eligible to receive future payments in accordance with their new hire date.



Join our team & **make a difference** in Stanislaus County!

RECRUITMENT INCENTIVES

Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000! Visit stanjobs.org for details.

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.

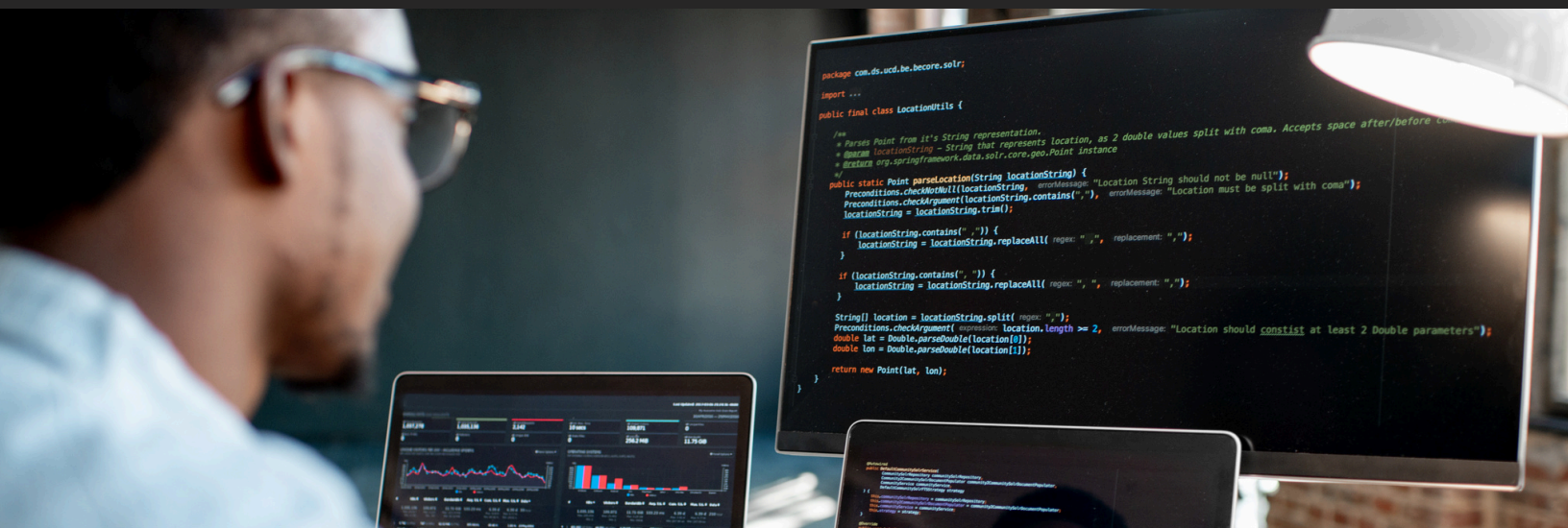
Learning Institute:

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.



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.

This position is subject to overtime, standby, weekend, holiday, shift, and callback assignments as identified in the MOU (Memorandum of Understanding).

APPLICATION PROCEDURES/FINAL FILING DATE: APPLY BY October 18, 2024

Oral Examinations are tentatively scheduled for the week of October 28, 2024.

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.