



# THE COUNTY OF STANISLAUS

COMMUNITY SERVICES AGENCY



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

*\*See inside for details*

## Infrastructure Engineer II

\$95,201 - 115,710 \$ Annually

Apply by April 9, 2025 or after  
50 applications have been received.

## THE IDEAL CANDIDATE

The Stanislaus County Community Services Agency seeks a supervisory-level candidate with strong leadership skills, technical expertise in desktop support, and proven experience in project management. This individual will be responsible for overseeing a team of technicians, managing desktop support operations, and leading projects that improve IT service delivery, enhance user experience, and support agency-wide technology initiatives.

Success in this role requires strong technical knowledge in desktop support, hardware and software diagnostics, and user assistance. The selected candidate should be skilled in mentoring and providing clear direction to their team while fostering a collaborative environment both within their immediate team and across other tiers of support. Demonstrating excellent problem-solving skills, balancing multiple priorities, and delivering exceptional customer service are key to thriving in this position. Additionally, this individual should be adept at improving support processes, tracking performance metrics, and implementing innovative solutions to enhance technician efficiency.

## ABOUT THE POSITION

The Infrastructure Engineer II will serve as the supervisor of the Desktop Support Team, overseeing technicians to ensure effective, timely, and customer-focused support to County staff. This role involves assigning and managing workloads, ensuring ticket resolution efficiency, and fostering a collaborative team environment.

In addition to day-to-day supervision, this individual will mentor staff, guide technicians through complex troubleshooting, and promote professional growth. The successful candidate will lead efforts to improve support processes, implement proactive solutions, and track performance metrics to identify areas for improvement.

This position will play a key role in project management, overseeing and executing initiatives that improve desktop support services, enhance team efficiency, and align with agency goals. Projects may include system upgrades, process improvements, and initiatives that enhance the customer experience. The Infrastructure Engineer II will collaborate with other IT teams to coordinate cross-functional projects, resolve larger system issues, and ensure seamless integration of technical solutions. This individual will work closely within the IT leadership team to assess and improve IT services across the agency.

The position requires strong expertise in desktop hardware, software troubleshooting, and remote support tools. While technical proficiency is important, the ability to lead, mentor, and manage a team effectively is essential for success in this role.



*Interested in learning more about  
the Community Services Agency?*

*Scan the QR or visit  
<https://www.csa-stanislaus.com/>*



## TYPICAL TASKS

Duties may include, but are not limited to, the following:

- Supervise, train, and evaluate Desktop Support Technicians, ensuring team members are equipped to provide excellent technical support.
- Assign, prioritize, and manage technical support tickets to ensure efficient resolution.
- Provide advanced troubleshooting and diagnostic support for desktop hardware, software, and peripherals.
- Guide staff in resolving complex support requests and ensure escalations are handled appropriately.
- Collaborate closely with Help Desk and Infrastructure Engineer staff to identify trends in recurring issues and implement proactive solutions.
- Collaborate with Help Desk to develop and maintain knowledge base articles, support documentation, and technical guides to improve efficiency and reduce repeat issues.
- Ensure excellent customer service by fostering a positive, solutions-focused support environment.
- Evaluate and recommend desktop hardware, software, and related technology solutions that align with agency needs.
- Coordinate with vendors and procurement teams for hardware and software purchases as needed.
- Lead or participate in technical projects, particularly those involving workstation upgrades, software rollouts, and remote support solutions.
- Stay current on developments and trends in information security technologies and practices.
- Provide technical support and assistance to customers.
- Supporting Virtualization and hypervisor technologies including VMWare vCenter and Horizon VDI.
- Assist with Microsoft Active Directory management utilizing the principals of Role-Based access and Least Privilege.
- Microsoft Windows desktop operating system maintenance and troubleshooting. Including enterprise level deployment methods such as SCCM
- Perform other related duties as assigned.



*At the Community Services Agency,  
We Build Community by cultivating  
safety, stability, and resiliency - strengthening the  
foundation for all!*

# MINIMUM QUALIFICATIONS

## EDUCATION & EXPERIENCE

### PATTERN I

- Two (2) years as an Infrastructure Engineer I with Stanislaus County.

### PATTERN II:

- Equivalent to the completion of an Bachelor's Degree from an accredited college or university with major coursework in computer science, information technology, or a related field; AND
- Two (2) years of journey experience in network engineering, telecommunication engineering, or related information technology experience.

### PATTERN III:

- Possession of an approved information systems technology certificate, or completion of an approved information systems training course or equivalent to an Associate's Degree from an accredited college or university with 30 units of computer related coursework; AND
- Four (4) years of journey level experience in network engineering, telecommunication engineering, or related information technology experience.

**Proof of education is required for verification purposes at the time of application. Applicants who are unable to submit proof must call 209-525-5460 to make other arrangements before 5pm on the final filing date. Failure to submit proof or make other arrangements before the final filing deadline will result in disqualification.**

## LICENSE AND/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.

*For the full minimum qualifications, including the knowledge, skills, and abilities, scan the QR code or click [here](#).*





**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.



## COMPENSATION & BENEFITS

Approximate Annual Base Salary:  
**\$ 95,201- \$ 115,710 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 or 21 additional days of leave time! Visit [stanjobs.org](http://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.



## **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. Incumbents may also be subject to overtime, standby, callback, weekend, holiday and shift assignments as identified in their MOU (Memorandum of Understanding).

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 the "Disability" tab.

## **APPLICATION PROCEDURES/FINAL FILING DATE April 9, 2025.**

### **Oral interviews tentatively scheduled for the week of April 21, 2025.**

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. <https://www.stancounty.com/personnel/pdf/ADATestingForm.pdf>

## **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.