



## EMPLOYMENT OPPORTUNITY WITH THE CITY OF VERNON

### INFORMATION TECHNOLOGY ANALYST

MONTHLY SALARY: \$7,674 - \$9,327\*

\*PLUS, A 3% COST OF LIVING INCREASE EFFECTIVE JULY 14, 2024

### FINAL FILING DEADLINE

SUNDAY, FEBRUARY 11, 2024, 11:59 P.M. OR WHEN WE RECEIVE THE FIRST 100 QUALIFIED APPLICATIONS, WHICHEVER OCCURS FIRST

**THIS RECRUITMENT IS TO FILL ONE FULL-TIME VACANCY IN THE INFORMATION TECHNOLOGY DIVISION AND TO ESTABLISH AN ELIGIBILITY LIST TO BE USED FOR FUTURE VACANCIES.**

**SUMMARY:** Under basic supervision, provides full technical support functions for City Information Technology (IT) network and communications systems; identifies and resolves problems; and maintains computer hardware and software systems, technology infrastructure, communications equipment, and peripherals.

**ESSENTIAL FUNCTIONS:** As defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job flyer does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:

- Maintains the network infrastructure, resources, access, and security for the IT Department; analyzes and resolves problems, and verifies the integrity, security, and effective performance of the network systems; performs work within scope of authority and training, and according to IT policies and procedures.
- Administers, updates, and maintains network servers; identifies and defines network problems, isolates errors, and implements technical solutions; works independently, and makes appropriate decisions based on experience and training.
- Monitors status, functionality, and utilization of network environment; resolves configuration, connectivity, and traffic issues; monitors system firewalls, and identifies and resolves security and access issues.
- Documents all changes to network environment; assures optimum network performance, system integrity, and maximum uptime; performs backup and restore functions.
- Maintains work log of service requests, equipment malfunctions, software errors, failures, and technical configurations; identifies and reports trends and technical problems which need to be addressed by improved methodologies, procedures, and policies.
- Analyzes and resolves technical problems; notifies manager and other IT technicians of unusual problems and problem trends in order to provide improved IT services.
- Responds to help desk inquiries and requests for Information Technology (IT) services.
- Provides second-level technical support, training, and assistance to employees; explains IT issues, and implements solutions according to IT Department standards, guidelines, and procedures; follows up with users to verify the functionality of the users' systems.
- Installs, moves, updates, and integrates computers, workstations, system components, communications equipment, and peripherals; installs and configures software upgrades, enhancements, and revised functions; verifies performance of user's systems.
- Maintains and enforces all aspects of computer security procedures and standards.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

**MINIMUM QUALIFICATIONS: EDUCATION, TRAINING AND EXPERIENCE GUIDELINES:** Bachelor's Degree in Computer Science, or related field; AND three years of network systems administration experience.

#### Knowledge of:

- Principles and practices of network administration, system access, and security procedures.
- Troubleshooting techniques for network operating domains, relational databases, and web- and windows-based software applications.
- Hardware, technologies, topologies, and administration protocols.

#### Skill in:

- Analyzing network problems, evaluating alternatives, and developing solutions based on findings.
- Maintaining network hardware, hubs, switches, routers, communications systems, and enterprise servers.
- Analyzing equipment and system malfunctions, troubleshooting computers and software applications, and solving technical problems involving multiple operating systems, applications, and platforms.

**LICENSE AND CERTIFICATION REQUIREMENTS:** A valid California State Driver's License is required.

**SELECTION PROCESS FOR TEMPORARY LIMITED TERM ASSIGNMENT:** Completed application packets will be reviewed and only the first 100 qualified applicants whose qualifications best meet or exceed the requirements of the position and needs of the City, will be invited to participate further in the selection process, which may include a written exam and a panel interview. Candidates must be specific and complete in describing their qualifications for the position. Failure to state all pertinent information or include required attachments may lead to elimination from consideration. Applications must be **submitted online**. If you submit multiple applications, only the most recent application will be considered. Stating "see resume" is not an acceptable substitution for a completed application. To view the complete job description, please visit our website at [www.cityofvernon.org](http://www.cityofvernon.org). It is the applicant's responsibility to notify the Human Resources Department of any changes to their contact information.

***"The City of Vernon is an Equal Opportunity Employer"***  
**CITY OF VERNON - HUMAN RESOURCES DEPARTMENT**  
**Lisette Grizzelle, Senior Human Resources Analyst**  
**[lgrizzelle@cityofvernon.org](mailto:lgrizzelle@cityofvernon.org) - (323) 583-8811, ext. 166**