

County of Santa Cruz

INVITES YOU TO APPLY FOR:



IT SUPPORT SERVICES ANALYST II

Supplemental Questionnaire Required

Open and Promotional

Job # 23-TT2-01

Salary: \$ 6,753 – 8,547 / Month

Closing Date: Continuous

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Become a key player in our dynamic and collaborative IT Support Team, contributing significantly to the technical needs of our County workforce in a Windows enterprise environment. In this capacity, you'll deliver comprehensive end-user support and guidance through various channels, as well as troubleshoot, install, and configure computers and other IT devices. We're seeking individuals with stellar troubleshooting and customer service skills, robust communication abilities, and previous experience in PC imaging, deployments, and incident tracking. This role will challenge you to deliver a wide array of IT skills in a fast-paced, invigorating setting. Join us and make a tangible difference in the public sector!

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

An Associate's degree from an accredited college in a computer related field **and** two years of experience performing both technical support and training.

OR

One year of experience performing both general technical support and training, which included level I support for at least one relevant enterprise level application.

OR

Three years of experience performing both technical support and training.



SPECIAL REQUIREMENTS: Background Investigation: Some positions may require fingerprinting and/or background investigation. **License:** Possession and maintenance of a California Class C Driver License. **Physical Requirements:** The ability to lift equipment weighing up to forty pounds. **Other Special Requirements:** Availability to work irregular hours, which may include evenings, nights, weekends and holidays.

Knowledge: Thorough knowledge of the methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals. Working knowledge of commonly and/or locally used operating systems, software applications and hardware; and basic network concepts. Some knowledge of the fundamentals of network administration.

Ability to: Independently install and troubleshoot local software applications, hardware, and peripherals at the desktop level; analyze information effectively; identify and solve basic networking problems; work independently in local and/or remote locations; prioritize multiple tasks; explain computing concepts to non-technical staff; provide technical training (one-on-one, small group, and/or formal presentations); learn new software applications; provide customer service; communicate effectively, both orally and in writing; work cooperatively and effectively with other staff members, customers and vendors; and lift equipment weighing up to 40 pounds.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

County of Santa Cruz

www.santacruzcountyjobs.com

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IT SUPPORT SERVICES ANALYST II - SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Please provide an example of a situation where you had to learn a new technology or software to resolve a user's issue. How did you go about gaining the necessary knowledge?
2. Please describe how you consistently maintain high-quality service while managing a high volume of requests.
3. Describe your experience with remote support tools. Include a challenging situation you handled using these tools.

EMPLOYEE BENEFITS:

ANNUAL LEAVE - 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS - 14 paid holidays per year.

BEREAVEMENT LEAVE - 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN - The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN - County pays for employee and eligible dependent coverage.

VISION PLAN - County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT - Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE - County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE - Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN - Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN - Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) - Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION - A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.