



San Joaquin Regional Transit District
P.O. Box 201010
Stockton, CA 95201
(209) 948-5566

EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY ANALYST/SPECIALIST/SENIOR SPECIALIST (DOQ)

(\$37,500 - \$77,392 Annually)

Open Recruitment

Final Filing Date: *Open Until Filled*

JOB SUMMARY:

Under general supervision, performs responsible applications development and/or implementation and systems and network administration functions for San Joaquin Regional Transit District (RTD) computer or enterprise servers and network operating system platforms; provides second and third level problem resolution and technical support services to Information Technology customers for the operation and use of personal computer and peripheral equipment, local and wide area networks, internet and intranet services, various server platform connections, and secure dial-in access; and performs related duties as assigned.

EXAMPLES OF DUTIES:

Initially, an incumbent learns RTD's information systems environment, platforms, and network infrastructure and performs a variety of moderately difficult duties in applications development or implementation and/or systems and network administration.

Information Technology Specialist is the journey-level class in the professional information technology class series. An incumbent provides a variety of difficult to complex services to Information Technology customers intended to assist them in making effective use of computer hardware, standard and specialized software, peripheral equipment, devices, and other technology tools to meet RTD operating and business requirements.

Information Technology Senior Specialist is the advanced journey-level professional class in the information technology job family. An incumbent is responsible for independently performing complex and highly responsible functions to provide effective and efficient systems, communication, and computing support to meet RTD's mission, vision, strategic goals, initiatives, and core values. An incumbent leads, coordinates, and participates in development, implementation, and enhancement of complex enterprise-wide applications, requiring a broad understanding of RTD functions and operations and the ability to prioritize and integrate development and enhancement functions to achieve RTD objectives in an optimal manner.

EMPLOYMENT STANDARDS:

Analyst: Graduation from an accredited two-year or four-year college or university with major coursework in computer science, management information systems, or a closely related field. **Specialist:** Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, or a closely related field; and three to five years of progressively responsible experience in systems analysis, applications development, and/or systems administration, at least two of which were at the level of Information Technology Analyst. **Senior Specialist:** Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, or a closely related field; and five to seven years of progressively responsible experience in systems analysis, applications development, and/or systems administration, at least two of which were at the level of Information Technology Specialist

KNOWLEDGE:

1. Principles, practices and techniques of information systems management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives
2. Operating principles, parameters, methods, practices and limitations of mid-range computers, PCs, related peripheral equipment and networks
3. Principles and practices of database design and administration
4. Methods and techniques of project management as applied to computer systems development and installation
5. Systems analysis methods and techniques
6. Principles and practices of public administration, including budgeting and purchasing
7. District functions and associated information management needs
8. Principles and practices of effective management and supervision

ABILITY TO:

1. Plan, organize, and complete projects efficiently and in accordance with RTD quality standards.
2. Configure, maintain, manage, and tune the operations of complex operating and network systems to achieve optimal technical performance and user support.
3. Perform business rule and process analyses and reach sound, logical conclusions regarding customer needs and business requirements.
4. Understand and apply the analysis of functional requirements to the development of proposals, specifications, and recommendations for efficient, cost-effective systems, and technology solutions.
5. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
6. Troubleshoot complex system, hardware, software, and network connectivity problems and make or recommend modifications.
7. Work collaboratively and effectively as a project leader and member.
8. Read, interpret, explain, and apply technical information on business processes, software, and hardware for technical and non-technical users.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, an employee is regularly required to sit, talk and hear, in person and by telephone, use hands repetitively to operate standard office equipment, and reach with hands and arms. The employee is frequently required to stand, walk, and lift up to fifty pounds.

Specific vision abilities required by this class include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of RTD management, staff, employees, representatives of employee organizations, governmental officials, and the public.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this class, the employee works under typical office conditions and the noise level is moderately quiet.

RTD offers a competitive employee benefit program that includes:

INSURANCE: RTD provides comprehensive health and dental insurance package for all full-time employees and their dependents. RTD also provides \$20,000 life insurance for all full-time employees.

HOLIDAYS/

SICK LEAVE: 12 days each per year for all full-time employees.

VACATION: One (1) weeks to six (6) weeks depending on length of service for full-time employees.

RETIREMENT: A self-funded retirement program based on funds contributed by the Employee and RTD.

EMPLOYMENT PROCESS:

All applications must be completed fully and submitted on an official RTD application form. Incomplete applications will be rejected and cannot be revised after submittal on or before the final filing date. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted, but may not be substituted for the required application form.

All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment. Meeting the listed standards does not guarantee that a candidate will be invited for an interview, as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy.

Proof of American citizenship or authorization to work in the United States must be submitted prior to hiring. RTD will request this documentation at the appropriate time during the hiring process.

RTD is an Equal Opportunity/Affirmative Action employer. Female, minority, and disabled individuals are encouraged to apply. Applicants will be considered without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability.

SUBSTANCE ABUSE TESTING:

RTD will pay for each prospective employee to take a required substance abuse test. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

TO SUBMIT AN APPLICATION:

- **Online:** Visit us online at www.sanjoaquinRTD.com, or click [here](#) if reading this online.
- **Mail:** San Joaquin RTD, P.O. Box 201010, Stockton, CA 95201
- **In Person:** 421 East Weber Avenue, Stockton, CA 95202

The provisions of this bulletin are subject to change without notice and do not constitute an expressed or implied contract.