



# City of Perris, California

## EMPLOYMENT OPPORTUNITY

### Information Technology Support Technician

\$31.49– \$38.28 Per Hour (Step A - E)  
Plus Excellent Benefits

**Deadline to Apply: September 14 , 2018**



#### DEFINITION

Under general supervision, to perform journey level technical support on information systems hardware, software and equipment, such as, assembling, installing, connecting, maintaining, testing, repairing, and replacing computer systems, including desktops, laptops, and servers; and support the safe-guard and integrity of hardware, software, information, and data.

#### SUPERVISION EXERCISED

Exercises no supervision.

#### MINIMUM QUALIFICATIONS

**Experience:** Two years of PC technical support experience.

**Training:** Bachelor's degree from an accredited college or university with major course work in computer hardware and software.

**License or Certificate:** Possession of an appropriate, valid driver's license and insurability at regular rates for the City's automobile insurance.

Become a part of a growing and exciting team. Perris provides an excellent career advancement opportunity. If you are looking for new challenges and an incredible career move, JOIN OUR TEAM today. Perris offers a great location, a challenging and rewarding work experience and outstanding benefits!

#### JOB RELATED AND ESSENTIAL QUALIFICATIONS

**Knowledge of:** Techniques and procedures for hardware parts installation, replacement and repair. Network support and maintenance of hardware, and software installation. Operating characteristics of information systems equipment including workstations, network servers/gateways, printers, storage, network hubs/concentrators, bridges, communication switches, scanners, laptops, PC workstations, and other central or peripheral devices. Software and operating systems including Microsoft Windows 7, 10 and Microsoft Servers software and VMware. Acrobat, Adobe PDF, Photoshop, Microsoft Suite Programs. PC troubleshooting techniques; Backup and restoration. Safe driving principals and practices.

**Skill to:** Operate modern office equipment including computer equipment and software. Operate a motor vehicle safely.

**Ability to:** Advise and provide interpretation to others on the application of policies, procedures, and standards to specific situations. Analyze and solve network problems. Perform hardware installations on PC's. Perform network cabling. Maintain stand-alone and network printers. Remotely troubleshoot technical issues. Analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards. Read and understand professional manuals, journals, and literature. Prioritize requests for service. Communicate clearly and concisely, both orally and in writing. Establish, maintain, and foster positive and harmonious working relationships with those contacted during work.



**Great location, incredible opportunity.**



# General Benefits Overview

The City offers an exceptional benefit package for full-time regular positions.

## APPLICATION PROCESS

For optimal consideration apply immediately. Applications must be postmarked or received in the City of Perris Division of Human Resources before 6:00 p.m. September 14, 2018. The City of Perris does not accept faxed applications. Applications require an original signature.

This position is assigned to the Information Technology department and there exists one vacancy to be filled by this recruitment.

Submit your application to:

Division of Human Resources  
101 North "D" Street  
Perris, CA 92570  
(951) 943-6100

Download a City Application at:  
[www.cityofperris.org](http://www.cityofperris.org)

EOE / ADA

## SELECTION PROCESS

Possession of the minimum qualifications does not ensure that an applicant will be invited to the next phase of the examination process. The City reserves the right to invite only the most qualified applicants to participate in successive parts of the process. Accepted candidates may be required to pass a background investigation and a physical examination at the City's expense. In compliance with the Immigration Reform and Control Act of 1986, all new employees must verify identity and entitlement to work in the United States by providing required original documentation

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Posted: August 24, 2018

**Holidays:** The City observes twelve (12) holidays per year.

**Vacation:** Accrual of eight (8) hours of vacation per month of service for years one (1) through five (5) of employment (maximum of 240 hours accrual).

**Paid Leave:** Six (6) hours of sick leave per month of service (maximum of 280 hours accrual). Other leaves provided include bereavement (up to 5 days) and jury duty leave.

**Retirement:** Retirement benefits shall be provided at 2% @ 60 PERS retirement formula for existing PERS members or 2% @ 62 for new hires entering the CalPERS system for the first time (pursuant to the City's contract with PERS and as required by law). The employee is responsible for the full member contribution.

**Health Benefits:** Several medical plans are offered. The City currently pays one thousand seven hundred twenty-four dollars and forty-four cents (\$1,724.44) towards a medical plan premium for employee and dependents.

**Dental/Vision:** The City's dental plan pays up to sixty (\$60.00) dollars per month of the premium for either the Dental HMO or PPO. The City also provides vision-care reimbursement up to four hundred fifty (\$450.00) dollars.

**Educational Incentive:** Employees who hold a verified Bachelor's degree from an Accredited University, who's current position's classification specification does not require a Bachelor's degree as a minimum qualification, will be eligible to receive a five (5%) percent educational incentive pay to his/her base salary hourly rate. Employees who hold a verified Master's degree from an Accredited University, who's current position's classification specification does not require a Master's degree as a minimum qualification, will be eligible to receive a two (2%) percent educational incentive pay to her base salary hourly rate.

**Bilingual Compensation:** Bilingual compensation is available for oral and written translation for those employees whose duties include enforcement, public counter or reception responsibilities, as needed and on a case by case basis. Premium pay varies from (\$100.00 – \$125.00) per month.

**Educational Reimbursement:** The Educational reimbursement program consists of full reimbursement up to the limit of two thousand (\$2,000.00) dollars per fiscal year, per eligible employee. Specific courses, degree and certificate programs require pre-authorization by the City Manager's Office.

*Restrictions may apply. All of the above benefits are subject to change by the current Memorandum of Understanding between the Municipal Employees Relations Representative of the City of Perris and Local 911 of the California Teamsters Public, Professional and Medical Employees Union.*

