



About Los Altos

Los Altos is a full service City with a budget of approximately \$39 million and a full-time staff of 130 employees. The Civic Center complex houses the City Hall, Youth Center, Police Station, Library, History Museum and Community Center. Los Altos, California (population 29,431) blends a distinctive community-oriented character with the proximity and influence of the Bay Area's cultural, recreational and business attractions.

With its picturesque neighborhoods, downtown village and highly-rated schools, Los Altos is one of the premier residential communities on the San Francisco Peninsula and a very desirable place to live, work and raise a family. It is located 40 miles from San Francisco, just south of Palo Alto and minutes from the heart of Silicon Valley.

Position & Ideal Candidate

Under supervision of the Administrative Services Director, this classification is responsible for programs and activities related to the City's technology and telecommunications operations and systems.

This includes operations, maintenance and support of the City's desktop computer systems and peripherals, and development and maintenance of the City's

websites. The IT Analyst assists with administration of the City's servers and local and wide area networks and supervises an IT Technician and serves as the City's liaison to the City's IT independent contractors.

The IT Analyst is an analytical and technical position designed to support the management of the City computer projects including the operation and control of micro-

computer hardware and software, telecommunications systems and networking. Key success factors include proven hands-on technical competence, effective organizational skills,

strong communication

abilities, and a

commitment to superior customer service.



Example of Duties

1. Support and manage desktop hardware, peripheral and software configuration installations.
2. Assist with implementation of database systems and web-to-database applications as well as consulting projects with City departments.
3. Oversee technical Local Area Network (LAN) and Wide Area Network (WAN) support.



Duties Continued

4. Support Internet and Intranet web design activities.
5. Support and manage formal IT help desk functions.
6. Maintain and document the various security measures employed by the City to protect databases and network systems from unwarranted uses.
7. Maintain and document an inventory of software licenses held by the City.
8. Document and track a physical inventory of computer hardware including idle hardware.
9. Maintain proficiency with current commercial web server environments and e-mail server management and configuration.
10. Maintain expertise in City's standard hardware and software products.
11. Ensure the resolution of customer service requests are achieved within approved performance measures and directed service levels.
12. Assist with hardware and software vendors for proper acquisition, installation, operation and maintenance of City desktop resources.
13. Participate on project teams to ensure successful implementation of new systems or upgrades to existing systems.
14. Demonstrate proficiency with the management and maintenance of the City's servers, networks and electronic mail system.
15. Compile and maintain server and network documentation and establishes appropriate procedures to ensure routine tasks are understood by others.
16. Make recommendations based on the latest technological development for the hardware and software standards to be used by the City.
17. Plan, organize, supervise, review, and evaluate the work of the IT Technician and provide staff training and development.
18. Plan, organize, and direct projects or assignments in designated program areas.
19. Supervise computer and server updates to meet City department service needs.
20. Supervise website development and maintenance program activities.
21. Administer the City's technology and replacement schedules and programs.
22. Performs other related duties as assigned.





Minimum Qualifications

Knowledge of: Data communications processes and network design; principles, practices, terminology, and trends in GIS usage as applied to government organizations; applications of and use of mini and micro computers, including the use of computers for writing and graphics; client/server environment; database and distribution systems; effective written and oral communications skills; and supervising techniques and methods.

Ability to: Perform desktop computer installations and peripheral configurations, installation of operating and application software, creation of accounts, and security; diagnose communications, hardware and software problems and take effective action to resolve problems in a timely manner; perform computer programming and systems analysis work of considerable difficulty; use mini and micro computers, including the use of computers for writing and graphics; understand emerging technology and its application to improve services; define the business requirement for departmental web-based projects and implement these projects; make sound decisions in a manner consistent with the essential job functions; operate assigned equipment; maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment; communicate with others and to assimilate and understand information, in a manner consistent with the essential job functions; coordinate different requirements for multiple City departments; establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and customers; effectively supervise technical staff; and demonstrate organizational leadership.



Experience & Education Guidelines

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

1. Education equivalent to an AA degree from an accredited post-secondary institution in computer science, information systems or a closely related field; and Microsoft server certification.
2. Five years of progressively responsible experience in professional information technology services as outlined above; and
3. Two years of supervisory experience.
4. Possession of a valid State of California Class C driver's license.



Salary and Benefits

\$7,222— \$8,777 monthly

Current CalPERS members or those with less than 6 months break in service, 2%@60 formula with 7% employee contribution

New CalPERS members 2%@62 with 6% employee contribution. The City does not participate in Social Security

- o Choice of HMO or PPO plans through CalPERS Health Plans
- o Dental Reimbursement Plan
- o Vacation starting at 10 days annually
- o Sick Leave allowance of 12 days/year
- o 10 annual holidays plus 2 float days
- o 457 Deferred Compensation Plans
- o Flexible Spending Plan: dependent care and health care reimbursement

Background Investigation

Finalists will be required to undergo a background investigation check. Employment offers are contingent upon passing a drug screen examination. Past criminal convictions cannot be grounds for automatic disqualification but all candidates will be evaluated on a case-by-case basis.

Application Procedure

Applications must be received no later than **5:00pm, on Monday, June 16, 2014**. Visit City's website at www.losaltosca.gov or www.calopps.org to apply.

Selection Process

All applications and materials will be reviewed. The most qualified candidates will be invited to participate in the selection process. **Interviews are tentatively scheduled to be held on the week of June 23, 2014.**



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