

June 3, 2019

TITLE: Information Technology Analyst II
EMPLOYMENT TYPE: Non-Exempt
DIVISION: Finance (Information Technology)
APPLICATION DEADLINE: Friday, June 28, 2019
PAY RANGE: \$35.33 - \$53.00 per hour (\$73,494 - \$110,241 estimated annual)
WORK LOCATION: 1250 San Carlos Avenue, San Carlos, California
WORK SCHEDULE: Full Time

JOB SUMMARY: The Information Technology Analyst II will report to the Manager, IT Infrastructure and will provide information technology (IT) support for the San Mateo County Transit District (SamTrans), the Peninsula Corridor Joint Powers Board (Caltrain), and the San Mateo County Transportation Authority (TA).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- * Install, configure, administer and maintain Windows server and desktop systems, VMware infrastructure components, and associated data center hardware and software infrastructure.
- * Apply security patches and updates to improve server efficiency, reliability, and security.
- * Maintain security standards of various IT systems.
- * Provide IT support and assistance for internal stakeholders.
- * Work with internal departments on existing IT systems, upgrades, and integrations.

EXAMPLES OF DUTIES:

- Provide support for servers, desktop computers, printers, scanners, backups, and other IT related systems.
- Monitor systems and infrastructure, tune system performance, troubleshoot technical problems, perform routine audits of systems and software, create and update support documentation.
- Configure and maintain groups, policies, shared resources, permissions, domains and trust relationships on servers.
- Analyze technical requirements and recommend specific hardware/software or operating systems solutions.
- Support system enhancements and the deployment of new IT systems.
- Maintain security practices by participating in annual certification efforts in accordance with Payment Card Industry Data Security Standard (PCI-DSS).
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Works under the supervision of the Manager, IT Infrastructure, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient education, training, and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in Computer Science, Information Systems, or a closely related field.
- 2 years' experience in supporting server and desktop IT systems.

Other Requirements:

- Knowledge of the Windows operating system is required.
- Experience with Windows Server 2008, 2012, and 2016 is desirable.
- Experience in working with Dell and Super micro servers and storage.
- Experience in VMware and Nutanix software.
- Experience with Installation, Configuration, and Administration.
- Must be able to work night and weekend hours as part of an on-call and maintenance rotation.
- Must be able to communicate effectively orally and in writing.

SELECTION PROCESS MAY INCLUDE:

The process will include a panel interview and may include written and skills test assessments. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:

Holidays:	Seven paid holidays, plus up to five floating holidays per year
Time Off:	Paid Time Off: 21 days per year
Insurance:	Medical, dental, vision care, group life insurance, and more
Transportation:	Free bus transportation for employees and qualified dependents
Retirement:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none"> • Classic Members – 2% @ 60 benefit, 3 year average of highest compensation • New Members – 2% @ 62 benefit, 3 year average of highest compensation

HOW TO APPLY:

Although we encourage applicants to apply online, we are still accepting paper applications.

- Apply online or complete a SamTrans Employment Application per instructions printed on the application.
- When completing the online application, please follow instructions on the Prospective Employee Reference Guide found at www.smctd.com/jobs.html. When completing the paper application, please specify the position for which the application is being submitted.
- Incomplete or improperly completed online or paper applications may be rejected even if you are qualified for the position for which you are applying. It is your responsibility to ensure that the online or paper application reflects the work experience and education needed to meet the requirements for the position(s) for which you are applying.
- Your completed application package be received by the District's Human Resources Department by the specified deadline to receive consideration. Paper applications must be received by the Human Resources Department by 4:30 pm on the application deadline date. Online applications must be submitted prior to midnight on the application deadline date.
- You may call (650)508-6308 to verify that your online or paper application package has been received.

The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please call (650) 508-6288. SamTrans is an Equal Opportunity Employer.