

County of Santa Cruz

INVITES YOU TO APPLY FOR:



IT SYSTEM ADMINISTRATION ANALYST III

Supplemental Questionnaire Required

Open and Promotional
Job # 22-HH3-01

Salary: \$8,946 – 11,320 / Month

Closing Date: Friday, August 12, 2022

THE JOB: Under general supervision, to administer server hardware, software, operating systems, VDI, and security; and to do other work as required. This includes the design, installation, configuration, optimization, maintenance and support of host systems. This position is with the Human Services Department.

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

A Bachelor's degree from an accredited college or university in computer science or a related field **AND** three years of experience in systems administration.

OR

Current Microsoft Certified Solutions Expert (MCSE) certification or Microsoft Certified IT Professional (MCITP) certification **AND** four years of experience in systems administration.

OR

Five years of experience in systems or software programming, at least one of which involved substantial operating system modification and maintenance.

OR

Five years of experience in systems administration.

Special Requirements: Background Investigation: Some positions may require fingerprinting and/or background investigation. **License:** Possession and maintenance of a valid California Class C Driver License. **Physical Requirements:** The ability to lift items 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 principles, practices, and methods of designing and operating stand-alone and networked computer operating systems; networking and operating system concepts and their practical implementations; multiple hardware and operating systems and platforms; system configuration parameters; computer and network security concepts and techniques; the languages,



hardware, and tools specific to the assignment(s); service delivery standards; database performance tuning and security issues and data delivery issues. Working knowledge of the principles, practices, and methods of designing server infrastructures; at least one scalable, multi-user database system; local operating system structures; the principles, practices and methods of installing and maintaining server software and hardware; programming through experience and/or formal education and applicable network cabling industry standards. Some knowledge of the principles, practices and methods of project management and training and mentoring.

Ability to: Analyze systems and specifications; lead project teams; specify detailed requirements for hardware and software, maintenance contracts, and software licenses; create functional and technical specifications for complex networks; utilize and recommend appropriate technologies and applications for business needs and problem resolution; utilize system commands and processes; train users in applications and operating system fundamentals; write/debug complex scripts and/or applications; interpret customer/user requirements and use engineering techniques to design server based infrastructure and database systems; interpret data on system usage and develop engineering specifications to support changing service levels; implement computer system security standards and requirements; utilize system tools such as editors, sniffers, debuggers, and performance logs and monitors; utilize the languages, hardware, and tools specific to the assignment(s); manage all aspects of user accounts; understand and manipulate data structures; operate applicable troubleshooting software and analyze server and application/database problems using appropriate analysis tools; present technical concepts to technical and non-technical staff; read, comprehend, and write technical documentation; work cooperatively and effectively with other staff members, customers, contractors and vendors; communicate effectively, both orally and in writing 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, minorities 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.

IT SYSTEM ADMINISTRATION ANALYST III – 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. Describe your experience supporting Microsoft servers and Microsoft server systems. Please indicate operating system versions, types of systems, (web, file servers, hyper-v, fail-over clustering, Active Directory) and how many servers you supported.
2. Describe your experience and/or ability to learn management and support of virtual desktop infrastructure. Specifically, Citrix Administration, virtual desktops, and virtualized applications.
3. Describe your experience with client-side management and systems monitoring. Specifically, Group Policy and System Center (Ops Manager, SCCM).
4. Describe your experience managing and supporting datacenter hardware. Specifically, server hardware, network hardware (SAN and LAN), and enterprise storage systems. Please include manufacturers you've worked with (HPE, Cisco, Pure Storage, etc).

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 (HC FSA) – 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
County of Santa Cruz

www.santacruzcountyjobs.com