Sacramento Regional Transit District
Information Technology Technician II

SALARY	$70,488.00 - $98,724.00 Annually	**LOCATION**	1400 29th Street Sacramento, CA
JOB TYPE	Full Time	**JOB NUMBER**	2025-00190IE
DEPARTMENT	Information Technology	**OPENING DATE**	01/21/2025
CLOSING DATE	2/3/2025 11:59 PM Pacific	**RECRUITMENT TYPE**	Internal/External

Description

The purpose of this position is to provide daily service and complex support for District computer hardware and software users. This is accomplished by performing a variety of complex technical customer support involving the use of hardware, software, and networks and providing on-site and/or telephone support and assistance to users. Other duties include researching and acquiring knowledge of computer hardware and software, analyzing, troubleshooting, and diagnosing computer hardware and software problems, coordinating resolutions of network hardware, software, and application problems between technical support and end users, communicating effectively with end users, vendors, and contractors, and providing instructions to end users on hardware and software usage.

Examples of Duties

Installs and maintains computer software by installing operating systems, software, and applications, providing instructions to end users on software/applications, performing software upgrades to operating systems, software, and applications, communicating with vendors and vendor-supplied technical support to resolve software problems, maintaining current knowledge in the operation and application of software, evaluating end user software needs, and assisting in evaluating and testing software.

Installs and maintains hardware, peripherals, and components by installing, configuring, and maintaining computers, keyboards, mice, printers, digital senders, scanners, switches, cameras, and replicators, installing internal components such as hard drives, CD/DVD drives, floppy drives, network cards, sound cards, modems, memory, and motherboards, performing hardware upgrades on existing computer equipment, maintaining a current knowledge on the District's hardware, maintaining and supporting non-Windows based equipment , and reporting hardware failures to appropriate staff or vendors.

Trains, supports, and assists users of the District software and hardware systems by communicating effectively, providing technical information to non-technical staff, providing instructions to end users on hardware and software usage, and guiding and supporting team members and end users; producing documentation such as user instructions, technical documentation, drawings, diagrams, flow charts, schematics and presentations.

Serves on the information technology help desk by providing telephone and on-site support and assistance to systems, equipment and users, resolving emergency and non-emergency IT problems, adding, removing, updating, and maintaining software on end user work stations, assigning work order tasks to the appropriate staff, and performing Return Merchandise Authorization (RMA) on defective or incorrect hardware/software to vendors.

Minimum Qualifications

A combination of education and/or experience that provides the required knowledge, skills and abilities to perform the essential functions of the position. SacRT reserves the right to determine the equivalencies of education and experience.

Education: Associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Computer Science, Management Information Systems or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.

Experience: A minimum of three (3) years of experience supporting users in the operation, maintenance, and implementation of software, hardware, and applications on multiple platforms, including desktop and/or laptop computers, networks, client/servers, enterprises and/or mainframes.

Proof of required education beyond high school, such as college transcripts, diplomas, licenses and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

Filing Instructions/Supplemental Information

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application is required for this position. Applications, job announcements, and copies of the complete job description are available at our website at www.sacrt.com. **Completed employment application and proof of education, as outlined above, must be submitted online no later than Monday, February 3, 2025 at 11:59 p.m. SacRT will not process incomplete applications. Resumes are not accepted in lieu of an application but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.

SacRT is an Equal Opportunity Employer. EOE – Minorities/Women/Disabled/Veterans

This position falls under the AFSCME, Local 146 Bargaining Agreement.

Agency
Sacramento Regional Transit District

Address
1400 29th Street

Sacramento, California, 95816

Phone
9165560298

Website
http://www.sacrt.com/

Information Technology Technician II Supplemental Questionnaire

*QUESTION 1

Please provide your work experience supporting remote users with Office 365, Windows 11 and INTUNE in a professional environment. In your response, please provide details of your specific responsibilities in this area, the employer(s) you worked for, and the number of years/months you performed these duties.

*QUESTION 2

Please describe you work experience handling a high-priority incident within an ITIL-based Service Desk environment. In your response, please provide details of your specific responsibilities in this area, the employer(s) you worked for, and the number of years/months you performed these duties.

* Required Question