



## **Stanislaus Regional Housing Authority**

ALPINE | AMADOR | CALAVERAS | INYO | MARIPOSA  
MONO | STANISLAUS | TUOLUMNE COUNTIES

### ***Job Announcement for the Position of*** **Information Technology Assistant** **\$44,712-\$54,576/annually**

#### **THE AGENCY**

The Stanislaus Regional Housing Authority, a nonprofit, public corporation, is committed to addressing the unmet housing needs of residents and communities in our county. The Housing Authority manages approximately 1700 units throughout the County under a variety of affordable housing programs including Public Housing, year around farm labor housing and migrant housing.

The Authority also administers the Housing Choice Voucher program in the following counties: Alpine, Amador, Calaveras, Inyo, Mariposa, Mono, Tuolumne and Stanislaus. The Authority is governed by a citizen's commission appointed by the County Board of Supervisors.

#### **MISSION**

The Housing Authority is committed to providing a high quality of service in carrying out its mission by:

- Being sensitive to our client's needs and treating them with dignity and respect.
- Utilizing the talents and skills of our staff.
- Fostering partnerships.
- Utilizing resources in the most efficient and effective manner.

#### **HOUSING**

- Provide decent, safe and affordable rental housing and home ownership opportunities.

#### **ECONOMIC DEVELOPMENT**

- Provide and promote service opportunities that encourage and support individuals and families toward achieving greater independence and self-sufficiency.

#### **COMMUNITY DEVELOPMENT**

- Provide opportunities for conserving and upgrading affordable housing stock, improving infrastructure, and stabilizing and creating desirable neighborhoods.

## **SUMMARY**

This position is a reference point for all IT related queries at the user level, consisting of responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

## **SUPERVISION RECEIVED**

Receives general supervision from the Director of Information and Technology, and overall supervision from the Executive Director.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

- Display good interpersonal skills as he/she interacts with colleagues from various departments and executive levels.
- Be attentive to the technical needs of staff within the agency and part of the agency's consortia.
- Understand the problems and or issues presented by staff and implement problem solving solutions.
- Respond to queries via chat, email or phone.
- Install and configure hardware and software components to ensure usability.
- Troubleshoot hardware and software issues.
- Ensure safety standards are met.
- Repair and/or replace damaged software.
- Upgrade the IT system to enable compatible software on all computers.
- Install and upgrade anti-virus software to ensure security at the user level.
- Perform tests and evaluations on new software and hardware.
- Provide support to users and be the first point of contact for error reporting.
- Establish good working relationships with all departments and colleagues.
- Conduct daily backup operations.
- Manage technical documentation.
- Provide training as necessary or required.
- Write, edit, and revise training manuals for new and updated software and hardware.
- Maintain detail oriented and organized Help Desk ticket entries.
- Follow up with staff to ensure full resolution of issues.
- Run reports to analyze common complaints and problems.
- Remotely access hardware or software to ensure system functionality.
- Other duties as assigned.

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE OF:**

1. PC and MAC Hardware and Software.
2. Network Repairs and Analysis.
3. Yardi/Rent Café
4. Computer architecture (PC, midrange and mainframe)
5. Data processing communication technology, equipment and systems
6. Methods and techniques utilized in troubleshooting computer hardware, software and system integration problems
7. Operational characteristics of computer software and hardware equipment
8. Basic knowledge of network operating systems.

**ABILITY TO:**

1. Learn the policies, procedures and services of the Stanislaus Regional Housing Authority.
2. Respond and identify user needs and determine basic resolutions;
3. Install, maintain and upgrade software applications;
4. Install, maintain upgrade and repair hardware equipment;
5. Ability to troubleshoot software, hardware, and basic network computer problems;
6. Communicate clearly and concisely, both orally and in writing;
7. Establish and maintain cooperative working relationships with those contacted in the course of work;
8. Use good judgment.

**EDUCATION, TRAINING AND/OR EXPERIENCE**

Bachelor's Degree in Computer Science or related field. Minimum of two (2) years of experience in computer networks and systems maintenance and/or help desk environment. A+, Linux+, or Cisco Certified Network Associate accreditation advantageous. Microsoft Certified Systems Engineer designation, preferred.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out simple one or two step instructions. Ability to deal with standardized situations with only occasional or no variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Driver's License.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

## **APPLICATION AND SELECTION PROCESS:**

To apply for this position applicants must complete and submit a Housing Authority Employment Application online. Employment applications are available online at <http://www.stancoha.org/business-services/employment/>. Applications received on or before the deadline date will be screened for minimum qualifications. This recruitment is open until filled.

Applicants who are the most qualified and possess the knowledge, skills and abilities outlined in the job announcement will be invited to appear before an Oral Assessment Panel. The Oral Assessment Panel will complete its assessment and recommend the most qualified applicants to the Director of Information Technology who will interview the most qualified applicants. Final selection will be made by the Executive Director. The successful candidate will be required to complete a physical examination including a drug screen test, paid for by the Housing Authority, certifying that the applicant's physical condition is satisfactory for the requirements of the position (with or without reasonable accommodations for any disability as defined in the Americans with Disabilities Act).

## **OTHER**

Applicants must be able to provide proof of U.S. citizenship, or if a legal immigrant, either lawful admission for permanent residency or authorization for appropriate work by the U.S. Immigration and Naturalization Service.

## **SALARY AND BENEFIT INFORMATION**

Information Technology Assistant salary is \$49,500 – \$60,240/annually.

Regular employees of the Authority enjoy the following benefits:

- Annual leave - new employees accrue 10 days per year.
- 14 paid holidays per year.
- Sick leave accrued at the rate of one (1) day per month.
- Insurance Coverage -The Authority currently contributes toward the medical, dental, vision and life insurance combined monthly premiums.
- Retirement-The Authority is a member of the Public Employees Retirement System (PERS). Employees hired after January 1, 2013, are subject to the Pension Reform Act, AB340.
- The Authority offers two voluntary Deferred Compensation Plans.
- The Authority participates in Social Security.
- The Authority offers a Section 125 (Flexible spending) plan.
- The Stanislaus Regional Housing Authority is an equal opportunity employer.



The Stanislaus Regional Housing Authority is an equal opportunity employer. The Authority will provide equal employment opportunities to all qualified individuals, without regard to religious affiliation, marital status, physical or mental disability, national origin, citizenship, age, race, color, creed, gender, gender identity, sexual orientation, genetic makeup, political or union affiliation, status as a veteran or disability. The Authority will make reasonable efforts in the employment process to accommodate applicants with disabilities. Individuals requesting reasonable accommodations must do so no later than three (3) working days after the time of invitation by the Authority to an examination. Applicants with special needs may call (209) 557-2000 (voice) or (209) 557-2012 (TDD).