



Diagnostic Center – Northern California

POSITION: Staff Information Systems Analyst
TENURE/TIME BASE: Limited Term, Full Time
LOCATION: Diagnostic Center North, Fremont
SALARY: \$ 5,065.00 – \$6,660.00 per month
Position no.: 199-020-1312-003

Join the staff at the Diagnostic Center - North in Fremont, California (DCN) located in the San Francisco Bay Area. Become part of a team of nationally recognized expert educators working with California's special educators and families. Make a difference! This is a full time, limited term position that will expire on June 30, 2015.

DUTIES: Under the direction of the Director, and with oversight from the State Special Schools Division Chief Technology Officer (CTO) and CDE Technology Services Division (TSD), the Staff Information Systems Analyst (SISA) serves as a primary WAN and LAN contact person with responsibilities to include, but not limited to: monitoring network usage; monitoring the operation of the WAN with special attention to security and Anti-virus recognition; and resolution of both LAN and WAN problems at DCN.

The SISA serves as member of the Division of State Special Schools Information Technology Committee (SSSD-ITC), and collaborates and coordinates with the Division Office, CTO, and Department's Technology Services Division (TSD) on IT design, procurement, installation, and security of network software and hardware.

The SISA maintains an inventory of WAN hardware and software by the use of Active Directory or other approved system software, assists other sites in operational recovery of both WAN and local LAN systems, consults with other SSSD LAN/WAN managers and, as needed, assists in troubleshooting and problem resolution. This includes coordinating repairs with LAN/WAN managers, vendors and other agencies, providing technical expertise as required and in consultation with the SSSD CTO, and coordinating network connectivity with other agencies in collaboration with and approval by SSSD CTO.

As site local area network (LAN) administrator, the SISA provides day-to-day technical support to DCN staff or network infrastructure and internal systems software and hardware; manages the design, procurement, installation, security, upgrading and maintenance of hardware/software; oversees the implementation of new technologies, evaluates new hardware and software prior to integration into the network; resolves hardware and software issues, and analyzes complex network malfunction to determine appropriate action for correcting the malfunction. The SISA also manages and monitors integration of data and telecommunications with outside carriers and agencies; insures system reliability, availability, and performance (response time) are at acceptable levels; and, defines, configures, installs, maintains, monitors, and troubleshoots the LAN, including all servers, firewalls, web access, e-mail, back-ups, antivirus, etc.

Minimum Qualifications

Knowledge of LAN and WAN technologies and the technical expertise to provide day-to-day technical support to DCN staff or network infrastructure and internal systems, software and hardware:

- Ability to provide and apply technical expertise in managing, directing and coordinating repairs and network connectivity:
- Ability to design, procure, install, secure, upgrade, troubleshoot and maintain hardware/software systems
- Ability to maintain, monitor, and troubleshoot the LAN, including all servers, firewalls, web access, e-mail, back-ups, antivirus, etc.
- Ability to prioritize work assignments and take initiative
- Good interpersonal skills

Desirable Skills

- Ability to work within time constraints
- Ability to work as a member of a team or independently
- Ability to communicate effectively, both verbally and in writing
- Strong organizational skills
- Perform other duties and tasks as required

Who May Apply:

Individuals who have list eligibility, are in a class transferable to, or have reinstatement rights for this class. All applicants must clearly indicate basis of their eligibility in Box 1 on the standard State Application Form STD 678.

Employment provisions as outlined by the Department of Personnel Administration's State Restriction of Appointment (SROA) policy prevail. In addition, current or future executive orders relative to filling vacant positions may also affect this process.

Applicants will be screened and only the most qualified candidates will be interviewed.

How to apply: Submit a State Application (Form 678):

Robin Zane, Diagnostic Center North Director
39100 Gallaudet Drive, Fremont, CA 94538
(510) 794-2500, FAX (510) 794-2513

Final Filing Date: June 23, 2014

Calif. Relay (Telephone) Service for the Deaf or Hearing Impaired: TDD Phones 1-800-342-5966: Voice Phone 1-800-342-5833

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