



City of Hoquiam
EMPLOYMENT APPLICATION
 Administration Department
 609 8th Street
 Hoquiam, WA 98550

The City of Hoquiam is an equal Opportunity Employer

The City of Hoquiam provides reasonable accommodation to its employees & the public with disabilities, including disabled veterans.

An incomplete application may delay or disqualify you. Do not use pencil to complete this application.

Personal

Position Applied For	Department		
Name: Last	First	M.I.	
Street Address	Home Phone		
City	State	Zip	Day time Phone
Are you under 18 years old? <input type="checkbox"/> Yes <input type="checkbox"/> No		Notice: If you are currently under PERS, LEOFF, or TRS, your retirement benefits may be interrupted if you are hired by the City of Hoquiam. Contact State Department of Retirement Systems with questions.	

Education

High School Diploma or GED received? Yes No If no degree, please specify semester or credit hours

College/University/Voc Tech School	City/State	Major	Degree/Cert	Credit Hours

Skills

Describe your skills, knowledge & abilities that qualify you for this position.

List licenses, professional affiliations, and non-religious volunteer experiences that pertain to this position.

Employment History

(Please Read Carefully)

Resumes may be attached but will not be accepted as a substitute for completing this section. Beginning with your present or most recent employment, list your work experience for at least the last ten years, including periods of self-employment & US Military service. Attach separate sheets if necessary.

From (month/yr)	Company Name		Your Position (Title)	
To (month/yr)	City	State/Zip	Type of Company	Telephone
Salary	Full/Part Time	Supervisor's Name/Title		May We Contact () Yes () No
Duties:				
From (month/yr)	Company Name		Your Position (Title)	
To (month/yr)	City	State/Zip	Type of Company	Telephone
Salary	Full/Part Time	Supervisor's Name/Title		May We Contact () Yes () No
Duties:				
From (month/yr)	Company Name		Your Position (Title)	
To (month/yr)	City	State/Zip	Type of Company	Telephone
Salary	Full/Part Time	Supervisor's Name/Title		May We Contact () Yes () No
Duties:				
From (month/yr)	Company Name		Your Position (Title)	
To (month/yr)	City	State/Zip	Type of Company	Telephone
Salary	Full/Part Time	Supervisor's Name/Title		May We Contact () Yes () No
Duties:				

Have you been convicted of a felony or released from prison within the last 7 years?

Yes No

If the answer is "yes", please give the nature of the crime, dates of conviction, & the court in which you were convicted.

Do you have any relatives employed by the City of Hoquiam? Yes No

Name & Relationship of Relative (s) at the City of Hoquiam

Having a relative employed by the City of Hoquiam will not necessarily bar you from employment.

This statement must not be altered. I understand that false or misleading information in any of my answers or statements will result in my application being eliminated from further consideration, or if employed, will be cause for my dismissal. All statements submitted on this application for employment will be subject to investigation and verification prior to appointment.

Signature of Applicant

Date

This page is optional. It will be used only for record keeping purposes.

RECRUITMENT INFORMATION

How did you learn about the job?

Position you are applying for? _____

Saw advertisement in paper (which one) _____

Magazine or Journal (which one) _____

Saw job posting (where) _____

Career Fair (which one) _____

Heard about it from current city employee (whom) _____

E.E.O. Information

The data collected below will not be used to make employment decisions. It will be used for affirmative action record keeping purposes only.

Date of birth: _____ () Male () Female

() African American () Hispanic () Native American (proof of tribal affiliation is required)

() Asian () Pacific Islander () Caucasian (White, not of Hispanic Origin)

CITY OF HOQUIAM

Classification Description: Information Technology Manager

Reports to: Finance Director

General Purpose

The Information Technology Manager is responsible for the function and management of the day-to-day activities pertaining to the City's data, phone and telecommunications networks, PC help desk, data backup and recovery, systems and network security, servers and desktop computers. Provides IT training and direction, coordinates work flow and project assignments, serves as a working manager and a technical expert and resource for any staff assigned to the Information Technology Division.

Principal Accountabilities

Assigns, schedules, supervises and conducts the daily activities of IT staff in the Information Technology Division and any assigned interns or other staff members. Responsible for resolution of network or PC failures and problems. Responsible for maintaining the overall effective operation and security of the City's telecommunications (telephony), e-mail and data network systems including design, development, and maintenance. Ensures that customer service and communication with customers is a priority.

Recommends and manages the Information Technology Division budget and any associated capital projects budgets. Maintains regional relationships on wide-area networks and shared infrastructure, such as local Internet Service Providers (ISP), E911 Communications, Washington State Patrol, Grays Harbor County and GH Public Utility District.

Manages city-wide IT projects as assigned or approved by the Finance Director in coordination with the head of the affected city department.

Prioritizes work and emergency IT response toward critical city or department IT systems and responds to such requests in a timely manner.

Essential Duties and Responsibilities

Assigns, schedules, and supervises the daily activities of any staff responsible for providing direct and remote assistance to PC customers, and performing specific network maintenance and administration duties. Selects, trains, motivates, and evaluates assigned staff; coordinates division staff training. Participates in developing short and long-term goals for the Information Technology Division. Evaluates current industry trends and determines feasibility for use. Communicates with customers and/or department heads on project status and appropriate maintenance or installation timelines. Works with vendors and contract personnel in defining and performing contracted work. Reviews software and hardware support standards. Negotiates purchase and support contracts and assures vendor accountability.

Develops and recommends policies for computer security, desktop software, and operating system standards, disaster recovery, data backup and recovery, and other areas related to the day to day operation of the City's telecommunications networks and computers. Researches and maintains

knowledge of current network computing technologies to ensure the City's awareness of state-of-the-art network and telecommunication systems. Works with the Finance Director and department heads in planning for future acquisitions and upgrades to equipment and software. Documents work processes and procedures for the Information Technology Division. Ensures a high level of IT related communication and coordination between the Information Technology Division and other City Departments. Works with local jurisdictions on information technology related issues that support City and regional goals. Develops and maintains various agreements and contracts with vendors and regional jurisdictions. Performs other duties as assigned.

Knowledge, Skills and Abilities

Ability to motivate and encourage staff, build teamwork, and foster a sense of accomplishment. Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other Division staff, and vendors. Comprehensive and up-to-date knowledge of network operating system and data communication capabilities and functions, particularly those of Unix and Windows in a multi-domain environment utilizing TCP/IP and Cisco router technology. Comprehensive and up-to-date knowledge of PC operating systems, along with common utilities for PC diagnosis, database connectivity (ODBC), print management, hard drive imaging, and scripted or application-based remote application deployment. Working knowledge of data and VOIP voice communication concepts, methods and security issues. Strong written communication skills for composing documentation and corresponding with City employees and vendors. Excellent organization, time management, problem solving and planning skills. Knowledge of the functions of City departments, standard City office operations and procedures, and interdepartmental working relationships. Ability and willingness to maintain the absolute confidentiality of all sensitive files and materials accessed, discussed or observed while in the performance of duties. Willingness and ability to support on-call staff in the evenings and on weekends. Maintains current knowledge of IT project management tools and techniques. Pass a background check commensurate with the sensitive nature and needed levels of access to restricted computer systems and networks as required for this position, including criminal record security guidelines as required by state and federal authorities.

Physical Demands/Work Environment

Work is typically performed in an office or at a work site. Incumbent is required to travel to sites; have precise control of fingers and hand movements; focus on computer screens for prolonged periods; lift, move or carry objects weighing up to 50 pounds; crouch, crawl, bend or kneel to reach computers or receptacles under desks.

Minimum Education and Experience Requirements

Five years experience supporting, implementing and administering network computer systems utilizing server and data communication operating systems and protocols in Windows, Unix, TCP/IP and Cisco environments; Microsoft Certified Systems Administrator (MCSA) certification; supervisory experience; working knowledge of telecommunication systems and concepts; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job, such as those listed above.

Associates degree in Computer Science or a closely related field.

Other Requirements

Microsoft Certified Systems Administrator (MCSA) Certification

Microsoft Certified Professional (MCP) Certification

Possession of a valid Washington State Driver's License

Must be bondable

FLSA/ Union Designation

FLSA exempt/ Non-union position

Salary Range

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Information Technology Manager	\$5,326	\$5,459	\$5,596	\$5,735	\$5,879	\$6,026	\$6,176