The County of San Bernardino
invites application for the position of

Information Systems Analyst III (Fire Department)
Job Number: 20-40218-02

SALARY
$40.44 - $55.75 Hourly $7,009.60 - $9,663.33 Monthly $84,115.20 - $115,960.00 Annually

APPLY BY: 09/04/20 05:00 PM
Applicants are encouraged to apply online: http://www.sbcounty.gov/jobs

THE POSITION

Excellent Benefits Package!

CONFIRE, JPA and **San Bernardino County Fire Agency** are offering a remarkable opportunity for **Information Systems Analyst III** who is responsible for the implementation and support functions related to information systems including: hardware, software, and policy requirements of the organization.

CONFIRE, JPA is a Joint Powers Authority (JPA) located in San Bernardino County California established to provide communications, dispatch, computer information systems support (MIS), and geographic information systems (GIS) to the Consolidated Fire Agencies Joint Power Authority (CONFIRE JPA) and contract agencies; **San Bernardino County Fire Agency** is supported by a dedicated MIS group, located at Administration Headquarters in downtown San Bernardino. The CONFIRE Communications Center (Comm Center) is located in the City of Rialto.

This recruitment may be used to fill future vacancies with the San Bernardino County Fire Agency or CONFIRE.

ABOUT CONFIRE, JPA

Comm Center's primary function is to provide 24-hour/365 day direct fire, EMS, and rescue dispatch services to CONFIRE's member and contract agencies. Beyond the direct fire dispatch role, Comm Center also functions as the San Bernardino County Operational Area dispatch, which provides large incident coordination for fire, local government, and emergency medical resources on a countywide basis. CONFIRE JPA member agencies include Apple Valley Fire Protection District, Chino Valley Fire District, Colton Fire Department, Loma Linda Fire Department, Rancho Cucamonga Fire District, Redlands Fire Department, Rialto Fire Department, and San Bernardino County Fire Department. CONFIRE contracted agencies include Big Bear Fire Department, Running Springs Fire District, Montclair Fire Department, San Manuel Fire Department, Victorville Fire Department, Baker Ambulance, and County Transportation/Flood Department (after hours). CONFIRE also provides after hours dispatch services for local government, i.e., the County Museums, Public Health, and the City of Loma Linda. These agencies represent over 100 fire stations serving numerous communities covering the majority of the residents and businesses within the County of San Bernardino. In 2019 Comm Center dispatched over 225,000 incidents.

MINIMUM REQUIREMENTS

Education: Associate's degree, from an accredited university or technical school, in Information Systems, Information Technology, Network Design & Management, or closely related field.

-AND-

Experience: Five (5) years of *progressively responsible* information technology experience, which includes hardware, software and technology operations (such as network management, ERP systems).

Substitution: Possession of a Bachelor's degree in Information Systems, Information Technology, Network Design & Management, or closely related field may substitute for one (1) year of the required experience.

NOTE: *Ensure your work history clearly details qualifying experience.*

DESIRED QUALIFICATIONS

In addition to a Bachelor's degree, the ideal candidate will possess CISSP and CISCO certifications, as well as senior level experience and advanced skills in one or more of the following areas:

- Enterprise servers (Windows / UNIX / Linux), storage, and backup systems
- Computer Aided Dispatch (CAD) System implementation or support
- Server Virtualization infrastructure tools: VMware (ESX, Virtual Center, VI Client)
- Campus and metropolitan LAN / WAN network planning and design
- Wireless LAN, fixed wireless, and wireless WAN networks

SELECTION PROCESS

There will be a **competitive evaluation** of qualifications based on the information provided in the Application, as well as the information provided as a response to the Supplemental Questionnaire. You are encouraged to include detailed descriptions of your qualifying experience and skills, as only the most highly qualified applicants will be referred to the hiring department. Applications will be processed weekly.

All communications regarding the selection process will be via e-mail. Applicants are encouraged to **check their e-mail frequently** to learn additional information regarding this recruitment. Check your Government Jobs account for notifications. Update your firewalls to allow e-mails from San Bernardino County through governmentjobs.com. Update your Spam, Junk, and Bulk settings to ensure it will not spam/block/filter communications from e-mail addresses with the following domain "@hr.sbcounty.gov". Finally, be sure to keep your personal information updated. Taking these steps now will help ensure you receive all communications regarding this recruitment.

Click HERE for important Applicant Information and the County Employment Process.

Application Procedure: To be considered for this excellent opportunity, please complete and submit the online employment application and supplemental questionnaire by the deadline. *Resumes will not be accepted in lieu of the application and/or supplemental questionnaire.*

To ensure timely and successful submission of your online application, please allow ample time to complete and submit your application before the posted filing deadline. Applicants will be automatically logged-out if they have not submitted the application and all required materials prior to the posted deadline. Once your application has been successfully submitted you will receive an onscreen confirmation and an email. We recommend that you save and/or print these for your records. *Please note, if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application we have not received your application.*

If you require **technical assistance**, please click HERE to review the Government Jobs online application guide, or contact their Toll-Free Applicant Support line at (855) 524-5627. Please note that Human Resources is not responsible for any issues or delays caused by the internet connection, computer or browser used to submit the application.

The Human Resources Department reserves the right to modify the examination process in accordance with the Personnel Rules and accepted selection practices.

Applications may be obtained and filed online at: http://www.sbcounty.gov/jobs
(909) 387-8304 • TTY Users: 711
157 West Fifth Street, 1st Floor, San Bernardino, CA 92415
An Equal Employment Opportunity and ADA Compliant Employer

Issue Date: 8/22/20   WC

Information Systems Analyst III (Fire Department) Supplemental Questionnaire

* 1. Indicate the **Employer(s)** where you gained your qualifying experience. *Be sure to include indicated employer(s) in your application and to clearly detail all responsibilities.*

* 2. Indicate the experience you possess. *Select all that apply.*

   ❏ Virtual infrastructure - VMWare (ESX, Virtual Center, VI Client)
   ❏ Failover Clustering/Disaster Recovery
   ❏ Computer Aided Dispatch (CAD) systems
   ❏ Networking security systems, software, and security practices
   ❏ Enterprise servers (Windows/UNIX/Linux), storage, backup/Failover Clustering/Disaster Recovery
   ❏ Campus and metropolitan LAN/WAN network planning and design
   ❏ Wireless LAN, fixed wireless, and wireless WAN networks
   ❏ Microsoft System Center Configuration Manager (SCCM)

* 3. List the **certifications** you possess relevant to information systems security and networking. Do not refer to resume. *If none, indicate "N/A".*

* 4. Describe your experience in a **Public Safety and Computer Aided Dispatch environment**, including your specific responsibilities and systems you supported, designed and/or built. Do not refer to resume. *If none, indicate "N/A".*

* 5. Describe your experience designing, supporting, and/or implementing **high availability and SD WAN architectures**, including your specific responsibilities. Do not refer to resume. *If none, indicate "N/A".*

* 6. **Applicant Acknowledgement - Notification via email:** As part of our efforts to increase efficiency and promote conservation of resources, human resources uses email to communicate with applicants. Therefore, all future communications regarding this recruitment, including applicant status and testing notifications, will be made via email. Each applicant needs their own email address. We strongly encourage you, as an applicant, to ensure that the email address you have provided us with your application is current, secure, confidential, and readily accessible to you. Adjust Spam and/or other filters so that our emails are accepted. Please carefully read any notices that we send you and follow any instructions provided in a timely manner. *We will not be responsible in any way if you do not receive our emails (i.e., for the non-delivery of our emails or if you fail to check your e-mail on a timely basis).*

   ❏ I acknowledge that I have read, understood, and agree to the above.

* 7. ****ATTENTION GMAIL USERS****

   We have become aware of an increase in Gmail's spam filter sensitivity. Due to this change, it is possible that emails coming from San Bernardino County Human Resources may be marked as spam and will not make it into your Gmail inbox.

For your convenience, the attached PDF document contains a step-by-step guide to create and apply filters within Gmail. Click this link to <u>download the PDF file</u>. Once downloaded, follow the instructions so that you will receive future emails from San Bernardino County Human Resources.

Note: If you apply the filters and still do not receive emails from San Bernardino County Human Resources you can check your <u>www.governmentjobs.com</u> (Neogov) account inbox. All notifications will appear there.

❏ I understand

* 8. **Applicant Acknowledgement - Application Complete:** Thank you for taking the time to complete this application and supplemental questionnaire. Please be sure to review all information provided prior to submitting it as you cannot update or revise it once submitted. Your submitted application will be reviewed and evaluated as is. Please do not refer to a resume or other documentation in lieu of completing the employment history section or responding to the supplemental questions; they will not be reviewed or considered.

Once your application has been successfully submitted, you will receive an onscreen confirmation and an email confirmation will be sent to the email address listed on your application. We recommend that you save and/or print these for your records. *Please note: if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application, we have not received your application.*

❏ I acknowledge that I have reviewed my application and understand that I will not be able to update or revise any part of it once submitted.

* Required Question