CITY OF SANTA CLARA
invites applications for the position of:

Electric Utility Programmer Analyst

SALARY: $51.67 - $65.92 Hourly
$8,955.86 - $11,426.40 Monthly
$107,470.32 - $137,116.80 Annually

OPENING DATE: 07/08/22

CLOSING DATE: 07/29/22 04:00 PM

EXAM WEIGHT: 100% Oral

TENTATIVE EXAM INFORMATION:

DESCRIPTION:

The Position:
Silicon Valley Power (SVP), the City of Santa Clara's Electric Utility, is hiring an Electric Utility Programmer Analyst. This position is primarily assigned to work within SVP's division responsible for cybersecurity and information technology within the utility. The work involves application management, customer service, documentation, system management, patching, group policy management, and system deployment. Technologies within purview include VOIP/telephony, TCP/UDP, software installations, pc/laptop repair, cloning, VPN/RDP, server room work, and software license management. This position serves as part of the on-call/after-hours support on a rotating schedule and may be called to respond during any emergencies.

The City:
 The City of Santa Clara is a "full service" city – one of only a few communities in the Bay Area that has its own police, fire, library, recreation, and electric, water, and sewer utilities, as well as all of the other departments and civic amenities expected in a thriving community. Santa Clara is a family-oriented and business-friendly city, led by a city government that has developed an award-winning ethics program and a commitment to fostering public trust. Located in Santa Clara County at the southern tip of San Francisco Bay, about 45 miles south of San Francisco, Santa Clara is a strategic regional hub, convenient to freeways, airports, railroads, expressways, light rail, and other public transportation.

 The Department:
 SVP currently provides over 40 percent of Santa Clara's electricity from carbon-free renewable resources. In addition to using green energy from large-scale wind, solar, geothermal and hydroelectric projects outside of the area, SVP employs innovative ways to locally produce electricity by capturing and burning methane gas from a closed city landfill and using power from solar generating systems on city-owned garages and vacant, unusable land. It is the mission of Silicon Valley Power to be a progressive, service-oriented utility, offering reliable, competitively priced services for the benefit of Santa Clara and its customers. Being competitive in the marketplace with a continuous focus on customer service, SVP can provide economic value to the City of Santa Clara and its customers while maintaining low residential rates and offering competitive rates for all customers.

This recruitment may be used to fill multiple positions in this, or other divisions or departments. If you are interested in employment in this classification, you should apply to ensure you are considered for additional opportunities that may utilize the applicants from this recruitment.

TYPICAL DUTIES:

Duties may include, but are not limited, to the following.
Under general supervision:

- Performs a variety of programming and analytical tasks including evaluating, flow-charting, logical mapping, coding, implementing and maintaining electric department resource forecasting, analysis, scheduling/dispatching, and networking and communication with local and remote computer systems
- Analyzes, evaluates, tests, debugs, and supports applications to ensure system engineering and infrastructure is appropriate
- Edits and estimates meter data and troubleshoots data processing problems
- Patches and maintains the Electric Department's Supervisory Control and Data Acquisition (SCADA) System or other department applications according to NERC CIP standards
- Develops, prepares and maintains system methods and documentation
- Trains electric department personnel in programming and the use of computer systems
- Writes scripts to automate tasks in Windows and Linux (e.g., VB Script, PowerShell, Perl, Linux Shell Scripts)
- Provides technical support and training to end users and staff subject to 24/7 callout
- Writes user guides and procedures, system standards, and technical system documentation
- Confers with vendors regarding system and database related issues
- Processes requests for troubleshooting failures and questions and takes corrective actions by interpreting problems and providing technical support for hardware, software, and network system
- Manages computer inventory, print servers, voicemail server, and maintains Internet Protocols (IP's) and configuration to ensure they are up to date
- Manages vendor contracts and budgets for software licenses
- Evaluates additions/improvements to computer hardware and software

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE
Minimum Qualifications:
- Education equivalent to a Bachelor's Degree from an accredited college or university with major work in computer science, statistics, mathematics, finance, economics or a related field; and
- Equivalent to two years recent full time paid experience, which includes programming in one or more high level structured program languages; and networking, and operating systems management.

Possible Substitutions:
- One year of additional full time paid work experience may be substituted for up to one year of college education.

Desirable Qualifications:
- Experience working with municipal utilities or in a telecommunications environment is desirable;
- Experience with Remote Terminal Units (RTUs), microprocessor based relays, Distributed Network Protocol (DNP), and ABB Network Manager – S (SPIDER) Energy Management Systems (EMS), Linux and Windows Operating Systems, and virtualization is highly desirable; and
- Experience using Supervisory Control and Data Acquisition (SCADA) systems is highly desirable and may be required depending upon assignment.

OTHER REQUIREMENTS

- May be required to work unusual hours and weekends in the performance of their duties and be available on an "on call" basis.
- Prior to hire, candidates will be required to successfully pass a pre-employment background check, which may include employment verification, a DMV record check, a criminal history check and Department of Justice (DOJ) and Federal Bureau of Investigations (FBI) fingerprinting. Any information obtained will be used to determine eligibility for employment in accordance with the law. A conviction history will not necessarily disqualify an applicant from appointment however, failure to disclose a conviction when required will result in disqualification from the recruitment process.
- Employees are required to pass initial and periodic comprehensive background checks, which may include fingerprinting, to meet Federal, State and/or industry security requirements.
- Must be able to perform all of the essential functions of the job assignment.

Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test. Candidates must attain a passing score on <u>each phase</u> of the examination process to qualify for the Eligible List. A department interview will be required prior to appointment.

Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of Santa Clara will not sponsor, represent, or sign documents related to visa applications/transfers for H1B or any other type of visa which requires an employer application.

<u>**VETERAN'S PREFERENCE POINTS:**</u> This position qualifies for Veteran's Preference Points. Applicants who have separated from service (Active Duty Status) must submit proof of honorable discharge (Form DD214) with their application at time of filing or will be ineligible to have points added to their final score.

KNOWLEDGE, SKILLS, AND ABILITIES:

<u>Knowledge of</u>:
- Unix and Linux operating systems and their associated administration and patching
- Hardware, software, and telecommunications systems and standards for real-time data collection
- System analysis methods, structured language methods, micro and minicomputer architecture and operation including system utilities
- Program coding and testing
- Communication protocols such as TCPIP
- Operational applications for Supervisory Control and Data Acquisition (SCADA) or meter data management, including scheduling and execution of data requests
- Environmental and safety practices, procedures, and standards

<u>Ability to</u>:
- Apply effective programming methods to applications
- Communicate effectively, both orally and in writing
- Analyze complex procedures and data and develop appropriate logical conclusions
- Evaluate and maintain electric utility applications
- Troubleshoot existing systems and programming malfunctions and take corrective actions
- Document and maintain documentation of current system requirements
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Prepare and maintain budgeting information related to software and hardware life cycle
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

Additional Information:
You must answer all job-specific questions in order to be considered for this vacancy or your application will be deemed incomplete and withheld from further consideration. Applications must be filled out completely (i.e. do not write "see resume or personnel file.") To receive consideration for the screening process, candidates must submit a **1) Complete City Application, 2) Resume, and 3) Supplemental Questions.** Incomplete applications will not be accepted. Application packets may be submitted online through the "Apply Now" feature on the job announcement at www.santaclaraca.gov. Applications must be submitted by the filing deadline of July 29, 2022 at **4:00 PM.**

The City of Santa Clara is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status or any other consideration made unlawful under any federal, state or local laws. The City of Santa Clara is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 615-2080 or HumanResources@santaclaraca.gov.

APPLICATIONS MAY BE FILED ONLINE AT: http://www.santaclaraca.gov 1500 Warburton Ave. Santa Clara, CA 95050 408-615-2080 Fax: 408-985-0667 humanresources@santaclaraca.gov	Position #41-22-440 ELECTRIC UTILITY PROGRAMMER ANALYST JM
	Equal Opportunity Employer

Electric Utility Programmer Analyst Supplemental Questionnaire

* 1. I understand this supplemental questionnaire will be used along with my application and any other required documents to assess my qualifications for the current opening of Electric Utility Programmer Analyst with the City of Santa Clara.

  ❏ Yes   ❏ No

* 2. Do you have experience with Microsoft 365 and Azure Active Directory?

  ❏ Yes   ❏ No

* 3. If you have experience with Microsoft 365 and Azure Active Directory, please describe this experience.

* 4. Please describe your experience managing and troubleshooting computer hardware.

* Required Question