



San Joaquin County Registrar of Voters invites you to apply for the position of:

Elections Technical Support

Temporary Position: \$15.96 Hourly

THE POSITION



San Joaquin County Registrar of Voters is seeking motivated individuals to fill several temporary Elections Technical Support positions.

The ideal candidate will have experience in a helpdesk or call center assisting with the troubleshooting of software or application issues.

The Elections Technical Support will be responsible for testing, implementing and maintaining Election voting equipment in a warehouse setting, across multiple platforms and technologies within an assigned department following State and Federal codes and regulations. These positions will be responsible for troubleshooting and resolving basic application problems and will perform call center support the day/night of Elections; and will also provide technical phone support to Inspectors, Field Inspectors, and Poll Workers.

Work schedule will vary depending on department need and will include mandatory overtime, weekends, and holidays. Working conditions may include a great deal of standing and walking within a warehouse with changing conditions. May work approximately 20+ hours on Elections night.

TYPICAL DUTIES

- ◆ Provide professional entry-level support in the testing, implementation and maintenance of applications across multiple platforms and technologies on Election Voting equipment and procedures.
- ◆ Call center support the day/night of Elections; provides technical phone support to Inspectors, Field Inspectors and poll workers.
- ◆ Participate in Public Logic and Accuracy testing on the voting equipment.
- ◆ Prepare voting equipment to be deployed to polling places throughout the County.

PHYSICAL/MENTAL REQUIREMENTS

- ◆ Mobility—Frequent use of data entry devices; sitting, standing or walking for long periods of time.
- ◆ Lifting—Frequently 5-30 pounds; occasionally 70 pounds or less.
- ◆ Hearing/Talking-Frequent talking/hearing in person and on the telephone.

MINIMUM QUALIFICATIONS

License: Possession of a valid California Class “C” driver’s license.

EITHER PATTERN I

Experience: Six months of helpdesk or call center experience.

OR PATTERN II

Experience: One year of work experience in a California Elections Office at a level equal to or higher than Elections Technician Trainee in San Joaquin County service.

OR PATTERN III

Experience: Two years of general clerical or office technical work, which included substantial public contact.

Substitution: One year of business training in an approved vocational training program may substitute for one year of the above-required general clerical or office technical experience; OR b) Completion of 30 semester/45 quarter units at an accredited college or university may substitute for one year of the above-required general clerical or office technical experience.



Elections Technical Support

Temporary Recruitment Announcement
0714-RO4711-TM

APPLICATION AND SELECTION PROCEDURE

Completed application and supplemental questionnaire must be submitted by:

Final Filing Deadline: July 25, 2014

Note: Resumes will not be accepted in lieu of an application.

Applicants who meet the minimum qualifications will be required to take a written examination. Candidates that receive a passing score on the written exam will be placed on a referral list. Depending upon the number of candidates placed on the referral list will determine the number of candidates that may be referred to the department for hiring consideration.



APPLY ONLINE:
www.sjgov.org/hr

By mail or in person:
San Joaquin County Human Resources
44 N. San Joaquin Street, Suite 330
Stockton, CA 95202

Office hours are Monday—Friday, 8:00am to 5:00pm; excluding holidays.
Phone: (209) 468-3370.

SUPPLEMENTAL QUESTIONNAIRE

Please submit responses to the following questions along with your employment application to the San Joaquin County Human Resources Division. Please number your responses and address each question separately, limit one page per question. When answering descriptions of your experience, please include name of employer, dates of employment, and your job title.

1. Describe your experience in providing technical support at a helpdesk or call center environment.
2. Describe your experience in installing, troubleshooting and maintaining basic computer application.
3. Describe your experience in Elections (local, state, federal, etc) related activities.