



INFORMATION TECHNOLOGY SERVICES FACILITATOR

The SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA), a joint powers agency of the City and County of Sacramento, was formed in 1978. From its inception SETA has been an effective force in connecting people to jobs, business owners to quality employees, education and nutrition to children, assistance to refugees, and hope to many Sacramento area residents. For additional information please visit us at www.seta.net.

Program Summary: The Information & Technology Department oversees the installation, maintenance, support and monitoring of SETA's network system infrastructure. The Department serves approximately 600 employees.

Position Summary: This candidate must be able to listen to and get along with a various group of people, establish and maintain cooperative working relationships with the staff, be able to share, discuss, and work through ideas with others to arrive at solutions, conclusions, and/or agreements. The candidate must maintain composure when dealing with resistance or contrary opinions and be able to interact with people of various social, cultural, economic, and educational backgrounds in a respectful and productive manner. Additionally, the candidate must be ready and willing to assist the site staff with fostering a stimulating and accepting learning environment and must be able to work as a team and collaborate with colleagues.

We are looking for an **Information Technology Services Facilitator** that will have a customer support focus and will be expected to work independently. The ideal candidate should have knowledge of personal computer systems hardware, software, e-Mail, Internet/Intranet, computer security, and network administration. Knowledge of end user applications including Microsoft Office is highly desired. This position will be part of a team that supports approximately 600 users stationed throughout Sacramento County and will be required to report in person to SETA's Headquarters daily.

The ideal candidate:

1. Functions as primary point of contact for IT problems, moves, changes of equipment;
2. Point of contact for problems and questions related to SETA's VoIP telephone system;
3. Logs and prioritizes service requests and maintains status;
4. Coordinates response to incident and services requests, assigning service tasks to staff;
5. Monitor availability of IT provided services. Coordinates problem resolution if services are found to be unavailable or function improperly;
6. Ensure the integrity of the incident management protocols and procedures, including escalation of incident issues;
7. Assist and train users in the operations of their computer systems;

8. Assist Information Technology Engineering Analysts (ITEA) in the identification and resolution of computer related problems;
9. Assist the ITEA with adds, moves or changes of computer workstations that include disconnecting cables and moving computer equipment;
10. Provide training for Agency staff on software applications;
11. Assist the ITEA with testing and upgrading computer hardware;
12. Migrate users and equipment to updated systems policies, software and hardware;
13. Create users, groups, and lists using computer applications to ensure proper networking connectivity;
14. Install and configure software and hardware on Agency computers;
15. Monitor and maintain computer inventory;
16. Participate in Information Technology Department and Agency meetings as required;
17. Assist in the planning of new sites as it relates to computer needs;
18. Attend technical training as required or requested;
19. Perform related duties as assigned.

Position eligible to work remote: No

Starting Salary: \$32.01/Hr. to \$40.86/Hr. (New employees typically are hired at the first step, Step A. SETA's pay scale consists of six steps, each step increase is on annual basis.)

Benefits:

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| Medical Benefits (6 plans to choose from) | Retirement Health Savings Accounts |
| Dental and Vision Benefits | Paid Holidays (13) |
| Modern Health – Mental Health Program | Paid Vacation and Sick Leave |
| Life Insurance | Paid Jury Duty |
| Educational Reimbursement: up to \$1500 annually | 457 Plans |
| Public Employee Student Loan Forgiveness Program | Health Savings Account (HSA) |
| Pension (mandatory contribution required) | Employee Assistance Program (EAP) |
| Regional Transit Monthly Bus Pass Reimbursement | Paid Personal Leave |

Minimum Qualifications:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and ability would be:

- I. Two (2) years of technical work experience in personal computer hardware and software with a focus upon customer service; and a minimum of one (1) year experience in the installation and operation of complex local and wide area networks.

OR

- II. Possession of a bachelor's degree in systems management, computer technology, or a related field; and one (1) year experience in the installation and operation of complex local and wide area networks.

OR

- III. Certification in a related field; and two (2) years of responsible work experience in the installation and operation of complex local and wide area networks.

SPECIAL REQUIREMENTS:

Possession of, or ability to obtain, a valid Class C California Driver's License is required. A good driving record of at least three (3) years duration, as evidenced by freedom from multiple or serious traffic violations or accidents, is required.

WHO MAY AND HOW TO APPLY: This is an Open examination. Open to the public, current employees, and employees eligible for transfer or voluntary demotion. A completed SETA application must be submitted by the deadline date using the online application. **Note: If you are currently on an active eligibility list you do not need to re-apply.**

[Click Here to Apply](#)

Upon job offer individuals will be required to complete pre-employment health screening. TB test, background check, and provide copies of immunization records, for MMR, TDAP, and flu (or flu waiver).

POSTING DATE: Thursday June 4, 2026

FINAL FILING DATE: Wednesday, June 10, 2026 at 5:00 PM

SETA is an Equal Opportunity Employer. Auxiliary aids and services are available upon request to individuals with disabilities.