

CityJobs FAQ's September 2007

What is CityJobs?

CityJobs is the name for the City's new recruitment and job application system which will replace our current system, Quickhire, on November 13, 2007. CityJobs is a module of the City of San Jose's HR/Payroll system, Oracle PeopleSoft. The system will handle all of the City's recruitment needs, including job postings, job application, applicant screening, and applicant hiring. The project to implement CityJobs began in May 2007 and will be completed on November 13, 2007.

Why is the City replacing QuickHire?

QuickHire is no longer able to meet the growing needs of our organization. In addition, support for the QuickHire system is scheduled to end in June 2008. The new system addresses the following key objectives:

- Improved consistency and timeliness in hiring practices across the organization;
- Integration with the HR/Payroll system to improve efficiency, increase reporting capacity, and support one system of record eliminating the need for duplicative record keeping;
- Improved applicant experience utilizing technology to enhance the City as an employer of choice;
- Alignment with eWay to provide a "One-Stop-Shop" for employees to access HR-related services (job application, benefits, personal information, payroll).

How will this impact me?

CityJobs brings changes to how applicants apply for jobs and how administrators setup recruitments and screen applicants. Below is a list of some significant changes:

- New features will be available for applicants including a summary page of all applications you've submitted, saving a draft of your application before submitting it, and login help for both your user name and password.
- Internal applicants will apply for jobs thru eWay on the City's intranet site using their current logins. The City plans to give employees secure access to eWay from home as a part of this project.
- External applicants will apply thru a secure, separate link on the internet and will not have access to view or apply for internal-only jobs.
- Recruitment administrators will have enhanced reporting capabilities, automated approval emails, and paperless hiring forms.

How do I access CityJobs?

Internal Applicants: After CityJobs goes live on Nov 13, 2007, current City employees will access CityJobs through the eWay system. After logging in to eWay, click *Self Service>Recruiting Activities>Careers* to review available job openings and apply for jobs.

External Applicants: After CityJobs goes live on Nov 13, 2007, applicants who are not currently employed by the City of San Jose will access CityJobs through a special link on the City's website.

HR Users: HR users will access the administrative pages through a new menu called "Recruiting" will be available in PeopleSoft. More information about using CityJobs to setup and manage recruitments will be provided in the *CityJobs for HR Users* training in October.

How easy is it to use the system?

CityJobs is very easy to use. If you've used the internet, you will find CityJobs straightforward and uncomplicated. Training documents that show you how to log-on, use the system, and log-off will be available on the City's employment website and at the Human Resources front desk.

What if I don't have a computer?

We realize that not everyone has a computer. Public computers are available in the Human Resources lobby Monday-Friday from 8:00-5:00 for you to use. In addition, City of San Jose Libraries have shared computers available for the public. If you are a City of San Jose employee, many departments have shared computers available for their employees. Contact Human Resources for more information (408.535.1285).

How will I know that my job application has been accepted?

In CityJobs, you can login and click the "My Career Tools" link to review a list of your job applications including the date and time they were submitted.

How secure is the system?

CityJobs is a part of Oracle-PeopleSoft HRMS software used by hundreds of companies throughout the world. It contains state-of-the-art technology to ensure that users can only access their own information. To further support security, you will be prompted to change your password every 90 days. Please remember to keep your password confidential.

How and when will I receive training on the new system?

A variety of training options will be available to applicants including online tutorials, written instructions, brown-bag lunch sessions, and 1:1 help appointments. More details about applicant training will be distributed in October 2007.

What input, feedback and ideas were considered?

Yes, an applicant survey was available for feedback from 8/17/07-9/7/07 and the project team has conducted numerous surveys for feedback from various project stakeholders. In addition, HR users from various departments were included in the information gathering and design phases of the project.

Who can I contact if I have questions or comments?

We welcome your comments and feedback! Email CityJobs@sanjoseca.gov.

Stay tuned for more information . . .