

We hope this FAQ helps clarify any questions you may have about our new job application system. We appreciate your interest in joining the City of San José, and we're here to support you throughout this transition.

1. Why is the City of San José transitioning to a new job application system?

We are upgrading our job application system to provide you with a more user-friendly and efficient experience during the application process.

2. When will the transition to the new job application system take place?

The transition to our new job application system will occur on September 25, 2023.

3. Do I need to create a new account in the new system if I already have an account in the old system?

Yes, you need to create a new account. Your profile in the old system will not transfer over to the new system.

4. If I just applied to a position in the prior job application system (Taleo), what will happen to my application, cover letter, resume and any documents that I saved under my profile?

- If you applied to a position in Taleo prior to September 25, you do not need to resubmit your application in NEOGOV.
- All new job postings starting September 25 will require you to create a new NEOGOV account and resubmit your cover letter, resume, and any documents for all interested positions in the City.

5. What are the benefits of this new and upgraded job application system?

The new job application system is intuitive and straightforward making the application process easy to use. You will have the ability to apply for jobs from any device, including smartphones and tablets, ensuring flexibility and convenience. Set up job alerts based on your preferences, ensuring you're notified about relevant openings. NEOGOV, will auto-populate application information from previous applications at other jurisdictions that also uses NEOGOV. Makes the process easier and faster!

6. Who should I contact if I have more questions or need assistance with the new job application system?

If you have any questions or need assistance, please send us an email at Human.Resources@sanjoseca.com or call us at us at (408) 535-1285 and our team will get back to you as soon as possible.