

INDIAN WELLS VALLEY WATER DISTRICT

Job Description

IT Technician

Position Overview

Position Title:	IT Technician
Employment Classification:	Non-Exempt
Department:	Administration
Reports To:	IT Supervisor

Job Summary

Under the general supervision of the IT Director, this position performs routine technical support activities while developing the knowledge, certifications, and skills needed for higher-level responsibilities. Duties include providing full help desk support, installing and configuring computer hardware and software, and applying system upgrades. The incumbent diagnoses and repairs computer hardware and peripheral devices and resolves a variety of software-related issues.

Supervision

Moderate, direction is provided by the Information Technology Supervisor.

Essential Duties and Responsibilities

- Provide technical assistance and support for computer and network issues in person, over the phone, or email.
- Determine users' technical needs and provide them with appropriate solutions; train computer and mobile device users; train users on District approved software and applications; explain the role of network applications and equipment to end users.
- Configuration, setup, and deployment of new or replacement desktops, laptops, tablets, and printers. Ensure all needed applications are installed, and functional, on replacement device.
- Ensure Operating System (OS) and application updates are deployed in a timely fashion.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), Supervisory Control and Data Acquisition (SCADA), and other systems and applications.

- Work with the IT Supervisor to install and configure computer networks including LAN and WAN.
- Test computers peripherals, hardware and software to ensure that they are working appropriately, upgrade software, patches, and operating systems on a continuous basis.
- Ensure that all computers are secured effectively by installing and updating District approved antivirus and / or antimalware software; maintain documentation of technical maintenance procedures carried out; maintain and update all hardware and application documentation.
- Assist in development, troubleshooting and repair of existing applications; assist in preparation of system specifications; build and test network patch cables.
- Assist District personnel as needed, including after-hours, on-call, weekends, holiday, etc., by resetting user network, application, and device passwords; acting as a technical resource to assist users with resolving computer issues.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Attend and record all District board, committee, workshop, special, and public meetings both during normal working hours and meetings after normal business hours including but not limited to evenings, weekdays and weekends.
- Maintain and troubleshoot the District's boardroom audio-visual system, and VoIP phone system.
- Maintain and troubleshoot the District's Network Video Recording system.
- Maintain and administer District issued cell phones.
- Attendance at all required meetings, including safety meetings.

All other temporary work assignments which are infrequently assigned, and not covered above, shall be considered non-essential tasks, duties or responsibilities.

Skills and Abilities

Knowledge of:

- Computer hardware, and software.
- TCP/IP communications.

- Network protocols.
- Working knowledge of Windows Desktop, Server, Workstation and mobile Operating Systems including, iOS and Android.
- Demonstrates advanced knowledge in the following software packages, Word, Excel, Access, PowerPoint, Acrobat.
- Principles and practices of good customer service.

Ability to:

- Analyze problems, identify alternatives, and implement recommendations.
- Troubleshoot problems related to computer equipment, software, and network media.
- Establish and maintain effective working relationships with those contacted in the course of work including District staff and the public.
- Use office equipment such as computers, printers, phones, but not limited to these items.
- Obtain industry standard IT certifications or education.
- Learn and take classes focused upon new technologies and programming utilized by the District.
- Preserve a high level of confidentiality of information encountered as part of work.
- Learn to maintain and administer District security systems and methods.
- Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.
- Work scheduled and emergency overtime; be available for call back as required to meet the operational requirements of the District.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Minimum Qualifications

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain knowledge and abilities would be:

- **Experience:** Two years of experience working with computer information systems.
- **Education:** High School diploma or equivalent. Candidate must have taken formal college courses in Information Technology to be considered. Required to obtain a minimum of an associate's degree in information technology or cyber security technology within 3 years of the start date if the candidate does not already possess a degree.
- **Certifications:** Microsoft, CompTIA, and Cisco certifications desired but not required. Other equivalent certifications may be considered.
- **Licenses:** Must possess State of California Class C Driver's License.

Must successfully complete a physical examination and drug screen. Must have a driving record acceptable to the District's insurance underwriter.

Physical Requirements and Working Conditions

The physical requirements and physical demands placed upon this position are outlined separately. (A copy of these requirements is to be attached to this job description).

The District will provide reasonable accommodation in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA).

Equal Employment Opportunity

The Indian Wells Valley Water District is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, veteran status, genetic information, or any other protected category under federal, state, or local law.

Unless otherwise covered by a Memorandum of Understanding or other agreement, employment with the District is considered at-will, and nothing in this job description alters that status.

IT Technician: Job Description Approval

Department Manager Recommendation:	
General Manager Approval:	
Received and Recorded by Human Resources:	