VALLECITOS WATER DISTRICT

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under general supervision, performs information technology (IT) support functions in such areas as user support, desktop and network computer systems, hardware and software installation; performs related duties as required.

CLASS CHARACTERISTICS

This single incumbent position is responsible for a wide range of duties in monitoring, maintaining, and providing technical support for users, personal computers, tablets, software, and LAN and WAN systems. It is distinguished from the Information Technology Supervisor, which oversees all functions of the department.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Performs helpdesk functions, including answering phone calls, creating tickets, onsite and remote desktop support and follow-up on outstanding requests; provides technical assistance and support to users and demonstrates system operations or techniques, including the use of operating systems and application software;
- Monitors, troubleshoots, and diagnoses hardware, software, and network problems and identifies courses of action; assists in the purchasing process for personal computer hardware, tablets, software, peripherals, and supplies; upgrades hardware and software as needed;
- Makes recommendations and performs installation of a variety of equipment and software and makes modifications to existing systems capability; schedules and completes work to move, connect, change, install, repair, test, or remove equipment such as personal computers, cables, and wires; modifies equipment in accordance with approved user requests;
- Provides technical assistance and support to users and demonstrates system operations or techniques as needed; maintains records of software licensing agreements and ensures compliance with licensing agreements; supports maintenance of document management system; trains staff in the use of operating systems and application software;
- Assists in maintaining Active Directory, Microsoft Office 365 services, System Patching, and Enterprise backup software; performs and monitors system backups and monitors server performance and system logs;
- Participates in researching and evaluating current and new network hardware and software; works with vendors or consultants to resolve hardware or software issues;
- Prepares and maintains audio visual equipment and sets up laptop computers in District’s public meeting facility, training room and conference rooms; provides technical support in preparation for, and during, District Board Meetings; answers questions from Board members; may be required to stay after regular working hours;
- Provides support for SCADA hardware, laptops, and VPN; updates, and maintains security access software;
▪ Arranges maintenance for District copy machines; provides phone system administration; documents and inventories District hardware and software; maintains records of software licensing agreements and ensures compliance with licensing agreements; supports maintenance of document management system;
▪ May provide backup support to Systems Administrator;
▪ Operates copiers and a variety of office equipment;
▪ Performs duties in a professional manner and works well with others or in a team setting;
▪ Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
▪ Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
▪ Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
▪ Personal computer hardware, operating systems, and peripherals; District standard application software; VoIP Telephone equipment and associated software applications,
▪ Principles and practices related to software patches and backups;
▪ Concepts and administration of LAN and WAN;
▪ Methods used in instructing others in the use of personal computer applications software;
▪ Methods, practices, tools, and utilities used in monitoring computer/network operations and processing;
▪ Principles, practices, and methods of IT troubleshooting; basic systems maintenance methods and procedures;
▪ Standard office administration practices and methods;
▪ ITIL Principles and practices of helpdesk support services;
▪ Endpoint cybersecurity for personal computers, mobile devices, printers and VoIP telephone equipment.

Ability to:
▪ Communicate clearly with users and vendors of varying levels of technical expertise;
▪ Ask questions and obtain information to diagnose issues with computer hardware or software, LAN, WAN, and determine necessary level of support;
▪ Write and maintain user and technical operating instructions and documentation; provide training to users and other technical staff on hardware, software, and peripherals; advise on best practices; apply and explain information technology policies and procedures;
▪ Work outside of regular work hours for emergencies, as well as projects with advanced notice;
▪ Recommend hardware and software alternatives to reach the District’s stated information management needs and goals;
▪ Work independently;
▪ Establish and maintain effective working relationships with other employees and those contacted during the work;
▪ Keep current on technology trends.

Education & Experience
Any combination of education or experience that would likely provide the necessary knowledge
and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:
high school graduation or equivalent, supplemented by college or technical school training
courses in information technology; and four years of experience providing computer systems
technical support. Additional education, technical school training, or related certifications
may substitute for some of the experience.

Licenses, Certificates, and Special Requirements

- Relevant certifications such as CompTIA A+, CompTIA Network+, and Microsoft MTA/MCSA
  are desirable.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that
must be met by an employee to successfully perform the essential functions of this job. Employees may
be required to wear and/or use personal protective and other safety equipment. Reasonable
accommodations may be made to enable individuals with disabilities to perform the essential
functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use
hands and fingers to grasp and feel; reach with hands and arms; stoop, kneel, crouch, or crawl;
talk or hear. The employee must occasionally climb or balance. The employee must regularly lift
and/or move up to 60 pounds. Specific vision abilities required by this job include close, distance,
color, and peripheral vision; depth perception; and the ability to adjust focus.

Environment: Office environment. Frequently works in or around areas with minor amounts of
dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.
I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature ___________________________ Date __________

Supervisor Signature ___________________________ Date __________

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.