

**VALLEY CENTER MUNICIPAL WATER DISTRICT**  
**INFORMATION TECHNOLOGY SPECIALIST**

**DEFINITION**

Under general supervision of the IT Director, Incumbents are responsible for performing routine activities while acquiring knowledge, certifications, and skills to perform higher-level work to include: providing the full range of help desk duties, installing and configuring computers and software, and installing upgrades. Incumbents troubleshoot and repair computer hardware and peripherals and address software issues.

**CLASS CHARACTERISTICS**

Incumbents are responsible for performing the full range of technical support of the information technology department. Incumbents may be assigned a varied work week as necessary for emergencies and/or system upgrades.

**ESSENTIAL DUTIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.*

Monitors, troubleshoots, and diagnoses hardware, software, database and network problems; identifies appropriate courses of action.

Performs installation of a variety of equipment and software; upgrades and modifies existing systems and software in accordance with procedural guidelines.

Assists in identifying, developing, and implementing new information systems to include the purchasing of hardware, software, peripherals, and supplies.

Assists in maintaining interfaces among all District systems such as Geographical Information Systems (GIS), Supervisory Control and Data Acquisition Systems (SCADA), Electronic Document Management Systems (EDMS), Computerized Maintenance Management Systems (CMMS), Enterprise Resource Planning systems (ERP), telephone and communications systems, mobile devices, radio communications systems and others as assigned.

Schedules and completes work to move, connect, change, install, repair, test, or remove equipment such as computer workstations, peripherals, network equipment, cables and wires in a timely manner; modifies equipment in accordance with approved use requests.

Maintains an effective and accurate inventory control system of all current and future hardware, software, and peripheral systems to document each purchase, upgrade, modification, or maintenance work performed.

Report equipment or systems in need of repair, replacement, or upgrade by external vendors or consultants.

Coordinates, monitors, and documents work or services provided or performed by external consultants.

Provides technical assistance and support to users and demonstrates system operations or techniques as needed.

May coordinate or provide training for users in technology, hardware, or software.

Assists in troubleshooting and repair of a wide variety of SCADA components and equipment.

Provides basic computer and network security support.

Assists in ensuring all systems remain in compliance with Information Technology standards.

Provides technical assistance and support of Boardroom audiovisual equipment, and District's Radio equipment as necessary.

Responds to emergencies, if necessary.

Performs other duties as assigned.

### **QUALIFICATIONS GUIDELINES**

**Knowledge of:** Microsoft Windows-based personal computer (PC) hardware, operating systems and peripherals; principles, practices, and protocols used in the administration of Local Area Networks (LAN), Wide Area Network (WAN), wireless and other information systems; Windows servers, workstations and desktop applications, and SCADA, and interfacing thereof; District standard application software; methods used in instructing others in the use of personal computer applications software; applicable laws, regulations, codes and the special requirements of information systems and applications; training methods and techniques; security measures used in ensuring the immediate and long term integrity of information systems; standard office administration practices and methods, and safe work practices; Cisco devices, switches, routers, firewalls, and network and computer security.

**Ability to:** Recommend hardware and software alternatives to reach stated information systems management goals of the District; identify and resolve problems related to hardware and software in personal computers, peripherals, SCADA, LAN, WAN, and application software, evaluate and analyze information systems needs and propose alternative and recommend sound conclusions; read, comprehend, and interpret technical manuals, specifications and systems requirements; identify and implement effective courses of action to complete assignments; operate and maintain tools and equipment used in the concise and accurate records of work performed; communicate clearly and concisely and be understood while using the telephone and the District's radio communication system; establish and maintain effective working relationships with other employees and those contacted in the course of the work; work independently and use sound independent judgement within procedural guidelines; train users in hardware, peripherals, and basic application software.

### **EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS**

**Education:** Equivalent to a High School Diploma; with college-level coursework in information systems or computer science.

**Experience:** A minimum of three years of related computer experience

**Licenses and Certifications:** California Class C Driver's License, CompTIA A+ Certificate or demonstrated level of equivalent experience, Microsoft Certified Professional (MCP) Certificate or demonstrated level of equivalent experience.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

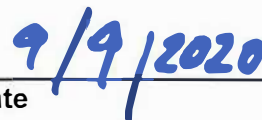
*The physical demands and work environment described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands:** While performing the duties of this job, the incumbent is regularly required to use hands and fingers to grasp and feel, reach with hands and arms, stand, walk, sit, climb, balance, stoop, kneel, crouch, crawl, talk, hear, in person and by telephone and smell. The incumbent must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus to computer monitors and other standard office equipment.

**Work Environment:** While performing the duties of this job, the incumbent is occasionally exposed to outside weather conditions. The incumbent is occasionally exposed to moving mechanical parts and working in uncomfortable positions/places. The incumbent may be exposed to fumes or airborne particles, and risk of electrical shock. The noise level is usually quiet to moderately loud. Work is also performed under typical office conditions, involving moderate telephone volume and a radio dispatch function and the noise level is usually quiet to moderate.

POSITION DESCRIPTION APPROVED:

  
\_\_\_\_\_  
General Manager

  
\_\_\_\_\_  
Date