

VALLEY CENTER MUNICIPAL WATER DISTRICT
SENIOR 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 to servers, systems, and network infrastructure. Incumbents perform advanced level troubleshooting and repair of computer hardware and peripherals and address software issues.

CLASS CHARACTERISTICS

Incumbents are fully competent and are expected to perform a full range and complex technical duties in support of information technology to include performing advanced level support and maintaining networks and systems. Incumbents may be assigned a varied work week as necessary for emergencies and/or system upgrades. Incumbents may be required to supervise lower level staff.

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 advanced level hardware, software, database and network problems; identifies appropriate courses of action.

Performs installation of a variety of equipment and software, including critical infrastructure; 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.

Develops and maintains 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, mobile devices, peripherals, network equipment, cables and wires in a timely manner; modifies equipment in accordance with approved use requests.

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

Reports equipment or systems in need of repair, replacement, or upgrade.

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.

Coordinates or provides training for users in new technology, hardware, or software.

Coordinates and provides training for users in technology, hardware, or software.

Troubleshoots and repairs a wide variety of SCADA components and equipment as needed.

Provides computer and network security, ensuring integrity of all computer systems.

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

Develops schedules for and performs system backups and restores as necessary.

Responds to emergencies.

Performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Supervisory principles and practices; 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 Networks (WANS), computer security, network security, and other information systems; Microsoft Active Directory, Windows servers, workstations, mobile devices, 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 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. Advanced knowledge of network switching and routing, Cisco devices, firewalls, Intrusion Detection Systems (IDS), wireless networks, Electronic Document Management Systems, Mobile Device Management Systems, Asset Management Systems, and SQL database systems.

Ability to: Recommend hardware and software alternatives to reach stated information systems management goals of the District; identify and resolve problems related to hardware or software in personal computers, peripherals, SCADA, LAN, WAN, and application software; evaluate and analyze information systems needs and propose alternatives 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 work; coordinate and prioritize multiple assignments; establish and maintain clear, concise and accurate records of work performed; communicate clearly and concisely while using the telephone and 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 judgment within procedural guidelines; train users in hardware, peripherals and basic application software.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

Education: High School Diploma, or G.E.D., and five years of experience as an IT Technician with college level coursework in information technology, information systems or computer science; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Experience: A minimum of five years of related computer experience.

Licenses and Certifications: California Class C Driver's License, CompTIA A+ Certificate, CCNA Certificate, Microsoft Systems Administrator (MCSA) or 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, stand, walk, sit, 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

