



Fair Oaks Water District Job Description

Information Technology Technician

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Customer Service Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2018
ANNUAL SALARY RANGE: \$60,962 - \$82,160
JOB CLASSIFICATION: Regular Full-Time

General Statement of Job:

Under direction of Customer Service Manager; assists in planning, configuring, installing and maintaining all components of the local area network, computer hardware and software and the District's Information Systems. Position assists in the development of data processing systems and assists in the maintenance of the network infrastructure, telecommunications systems, file servers, Scada system, personal computers, and related equipment.

Essential Functions:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Identifies, and with approval, implements information system solutions, including: network configuration, hardware, operating Systems software and other software needs.
2. Troubleshoots and repairs network problems and optimizes network performance.
3. Assists in the maintenance of the District's network disaster recovery plan, including: maintaining updated copies of emergency repair disks, performing and cataloging routine system and registry backups, performing monthly testing of restore procedures and documenting server configuration for quick rebuild.
4. Performs general preventative maintenance procedures on network servers and workstations including: noting and addressing any errors displayed in event logs, restarting servers at least once a month to recover RAM and test the power on functions, defragmenting the server if applicable and recording performance statistics such as disk space, memory allocation and network usage.
5. Maintains and updates virus scanning software for network servers. Schedule routine virus scanning and signature file updates. Keeps abreast of any virus developments and responds accordingly.
6. Maintains the District's e-mail database software. Includes implementing new and maintaining existing mailboxes, troubleshooting connection problems, monitoring internet e-mail delivery.
7. Diagnoses system hardware, software and operator problems. Performs remedial actions to correct problems. Performs minor hardware repair, and refers major hardware problems to authorized repair facility. Instructs operator if needed.
8. Supports the preparation of meter reading hardware and software for collecting and entering usage data; generates usage reports; verifies accuracy of reports; verifies the accuracy of data transfer to and from the Operations staff.
9. Maintains the Operating System Licensure and identifies any noncompliance of District standards.
10. Provides Help Desk services to District computer users.

11. Coordinates activities for customer service and information technology; recommends policies and procedures.
12. Assists in maintaining the Districts website.
13. Assists in maintaining the Districts SCADA system and recommends upgrades.
14. Supports staff training sessions related to information technology.
15. Maintains knowledge of general principles, practices and procedures of government/public information technology practices and requirements.
16. Maintains current knowledge of the administration and functions of the Microsoft products: including Microsoft Network Operation Systems and Microsoft Great Plains Accounting Software.
17. Assists the Management Team with long range planning of District Information Technology systems and customer service functions.
18. Submits recommendations for the budget of departmental expenditure requirements for information technology; including equipment, software, and projects.
19. Must have the ability to provide remote support to the District and its end users via high-speed internet access from personal residence.
20. Maintain a high level of confidentiality with discretionary knowledge.
21. Adheres to all policies, procedures & standards of FOWD and pertinent federal, state, and local laws relating to position functions.

Other Duties:

1. Will be required to perform other work, not related to information technology, as required.
2. May work overtime as required.

Job Standards/Specifications

Knowledge of:

1. Knowledge of network hardware components, including: hubs, cabling, routers, adapters and print servers.
2. Strategic design of Computer/Network systems, involving Antivirus, Security and Disaster Recovery technologies.
3. Troubleshooting methodologies for hardware, software, and networking situations.
4. Application of data processing methods to the operations and services.

Ability to:

1. Analyze functions and operations and adapt them to data processing methods and equipment.
2. Translate technical terminology into commonly understood terms.
3. Provide advice and consultation in the development of data processing applications.
4. Develop operations and procedures manuals for data processing applications.
5. Troubleshoot hardware/software issues effectively.

Typical Physical Activities

- Communicates orally with Management and co-workers, in face-to-face one-to-one settings and in group settings (gives instructions and information and responds to questions).
- See and hear within normal range with or without correction.
- Possess normal color vision.
- Ability to work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 50 pounds, such as Laser printers, large monitors and other equipment.
- Able to bend and maneuver to install/work with computer hardware under desks (may involve crawling).

- Have sufficient finger/hand coordination and dexterity to operate and adjust office equipment such as computer systems, telephones, and other related equipment.
- Ability to sit for extended time periods.

Environmental Factors

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Desired Qualifications

- Graduation from a four-year college or university with major coursework in computer information systems, computer science, or a closely related field desired.
- A minimum of four years of progressively responsible experience in information systems and experience evaluating computer hardware and software required.
- Training with an emphasis on database administration or minimum; four years' experience administering databases.
- Microsoft Certified Systems Expert (MCSE) certification desired.
- CompTIA Network+ certification desired.
- CompTIA Security+ certification desired.
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

Required Licenses/Certifications

- Microsoft Certified Systems Administrator (MCSA) certification required.
- CompTIA A+ certification required.
- Graduation from High School or equivalent.
- Valid California Driver's License.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print): _____

Signature: _____

Date: _____

Customer Service Manager: Shawn Huckaby

Signature: _____

Date: _____

General Manager: Tom R. Gray

Signature: _____

Date: _____