

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Information Technology Technician	Reports To:	Finance Manager
Salary Range:	B37	Approved by Board of Directors:	10/10/2012
FLSA Status:	Non-Exempt	Unit:	Unrepresented - Confidential
<p><i>Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.</i></p>			

Definition

To perform technical, operational and customer service support for District departments; to install, program, and maintain computers and related hardware and software, operating systems, various peripheral equipment, and telecommunications systems and related devices; and to perform a variety of technical tasks.

Supervision Received and Exercised

Receives general supervision from the Finance Manager; and may receive technical and functional supervision from and Information Technology Analyst.

Essential Functions Statements

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Perform a variety of technological computer-based duties in support of specialized functions and programs and help desk customer service functions.
2. Support users via the help desk and provide solutions to a variety of technological usage issues related to software, network, and computer hardware applications; respond to service requests in a timely manner and prioritize service requests according to accepted department policy.
3. Diagnose, test, maintain and recommend and/or provide solutions for problems with workstations, servers, laptops, e-mail, operating systems, software, hardware, web page, and telecommunications network related issues.
4. Configure, install, upgrade and apply patches to a variety of department specific software programs.
5. Install computer hardware such as scanners, printers, personal device assistants, sound cards, motherboards, and modems; install and configure desktop software on workstations.
6. Monitor, troubleshoot, repair or replace computer hardware down to the individual component level including workstations, servers, and peripherals.
7. Implement internal controls, network security systems, firewalls and other security measures for data backup, software, and hardware protection; maintain appropriate confidentiality of sensitive information.

8. Provide email, user, and resource management by creating and disabling network and e-mail accounts, assigning rights to files and folders, creating user ID's, and troubleshooting logins.
9. Maintain documentation of work requested, performed, and resolved; maintain and update procedures, schematics, templates, and related documents; follow recommended protocols and procedures; maintain parts inventory for computer equipment.
10. Assist with the preparation of materials for and presentation of staff training as assigned; provide one-on-one training and coaching in computer and software usage to users on an ongoing basis.
11. Assist in education about and enforcement of the District's information technology policies; research, identify and test new technologies and/or solutions to improve existing technologies.
12. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
13. Perform related duties as assigned.

Qualifications

Knowledge of:

- Methods and techniques used in the evaluation and analysis of software, hardware and application systems.
- Personal computer hardware, software, networks, e-mail, laptops, and peripheral equipment and devices.
- Telecommunications equipment, including land-line telephones, pagers, personal assistant devices, and cell phones.
- Common software used in personal computers for word processing, spreadsheet, and database applications.
- Principles and practices of effective customer service.
- Modern office equipment including use of applicable computer applications.

Ability to:

- Perform technical, operational and customer service support related to computer use for District departments.
- Install, test, and debug application programs, perform maintenance on computer systems.
- Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.
- Maintain and administer District security systems and methods.
- Operate and use modern office equipment including a computer and applicable software.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.

- Operate equipment in a careful and safe manner.
- Acknowledge the use of safeguards by other employees.
- Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.
- Report any safety risks or hazards to your supervisor or other management personnel.
- Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible technical information technology experience.

Education:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, network administration or a related field.

License and Certificate:

Possession of a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is normally performed in a temperature controlled office environment subject to typical office noise.

Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.

Mental Conditions:

Essential functions may require maintaining mental condition necessary to know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; explain procedures to others; handle conflict.