



## Operational & Information Technology Technician I/II

### DEFINITION:

Under the direction of the Operational & Information Technology Manager, supports all aspects of the District's Operational and Information Technology (O&IT) systems, which include but are not limited to personal computer systems, imaging systems, cyber and facility security systems, software, telephone and internet systems. Some support is also provided for Supervisory Control and Data Acquisition (SCADA), Geographic Information Systems (GIS), and Computerized Maintenance Management System (CMMS).

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the O&IT Manager. Exercises no direct supervision over staff. Exercises independent and direct supervision to contractors and consultants. Exercises technical and functional direction and provides training, as necessary, to District staff.

### CLASS CHARACTERISTICS:

This is a fully qualified journey-level classification. Positions at this level perform the full range of duties as assigned, working independently. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures of the work unit.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions of the job.*

### Operational and Information Technology Technician I

- Installs, configures, administers, and maintains the District's computer system software and District standard software.
- Monitor and respond to help desk requests and inquiries.
- Identifies and solves operating problems with personal computers, tablets, smart phones, software, printers, and other peripheral equipment.
- Develops required inventory for replacement parts, peripherals and consumables for assigned systems.
- Assists in managing, purchasing and deploying District-owned mobile phones for staff.
- Assists in training and support of District's voice over internet (VoIP) phone system.
- Assists with the District's mobile radios and repeaters.
- Assists with support of financial, utility billing, and meter reading software applications.
- Assists with all server systems backup and recovery of District data.
- Supports existing and generating new Crystal Reports as needed.

- Assists with District cybersecurity and network technology to ensure secure and stable IT and OT systems, including an IT and OT disaster recovery plan and secure backup systems.
- Provides support and coordination for GIS, SCADA, Security Access, Fuel Master, Computerized Maintenance Management and other District software systems.
- Performs ongoing system support and maintenance; troubleshoots, repairs, programs, configures, and tests systems to ensure optimal operations.
- Oversees third-party systems, licenses, vendor sales, and supports the installation.
- Works closely with other District personnel and the District's IT Consultant as applicable on matters involving District IT and OT systems.
- Organizes and maintains assigned systems technical documentation and updates as necessary.
- Researches and evaluates new developments in the IT and OT fields.
- Assists with Audio/Visual hardware and software set-up, troubleshooting, and managing during meetings and events.
- Performs other related duties as assigned.

**Operational and Information Technology Technician II also performs the following:**

- Installs, configures, administers, and maintains the District's computer and server hardware, system software, and District standard software.
- Assists with evaluating, troubleshooting, and diagnosing computer hardware, software and network connectivity problems; resolves complex problems related to local, virtual, and wide area networks, switches, computers, printers, servers, software, peripherals, and other related equipment.
- Assists with monitoring network traffic, analyzing server and network activity; maintains performance monitoring systems as well as other software programs including intrusion detection and virus scanning applications.
- Participates in the identification of hardware, software and instrumentation best suited to meet the needs of the District for SCADA and GIS; coordinates the acquisition and implementation and installation of systems; software and hardware components including subsequent upgrades.
- Maintains and updates District utility mapping and map filing systems; oversees mapping projects and approves work of contracted resources.
- Researches and evaluates new developments in the fields of SCADA systems, GIS and related technologies.
- Supports existing Crystal Reports and develops new Crystal Reports as needed.
- Coordinate on-site installation, integration, testing, and services performed by outside consultants and contractors.
- Performs and coordinates training and or training events for all levels of system users
- Develop training documentation and conduct regular, scheduled training courses for District staff.

<b>MINIMUM QUALIFICATIONS:</b>
--------------------------------

*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

## EDUCATION AND EXPERIENCE:

Equivalent to a bachelor's degree from an accredited four-year college or university with a major in computer science or information systems and two (2) years of professional experience in support of IT and OT systems, working knowledge of Microsoft operating systems and productivity tools such as Microsoft Office.

## KNOWLEDGE OF:

- Principles and practices of information systems and technology including knowledge of computer systems, network infrastructure, and enterprise software.
- Principles and practices of database management and administration.
- Industry-standard communication protocols for SCADA, including telemetry and networking.
- Network system and affiliated components security measures.
- Operational characteristics of GIS system hardware and software.
- Methods and techniques of managing data within GIS programs.
- District and mandated safety rules, regulations, and protocols.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions as well as program, project, and task coordination, including computers and software programs relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

## ABILITY TO:

- Provide professional support to the District's specialized operational hardware and software in IT and OT systems, including, but not limited to, SCADA and GIS systems.
- Conduct systems analysis and evaluation and make recommendations for technology improvements to meet changing business needs.
- Manage and administer databases.
- Develop and maintain documentation.
- Develop and conduct training sessions.
- Perform technical research and make detailed analyses relative to the development and maintenance of assigned District systems.
- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**LICENSES AND CERTIFICATIONS:**

- Possession of a valid driver's license along with a driving record acceptable to the District and the District's insurance carrier.
- Microsoft 365 Fundamental MS-900, CompTia Network +, CompTia Security +, CompTia A+, CISSP, CEH, CCNA or comparable industry standard certificates are desirable.

**TOOLS AND EQUIPMENT USED:**

Personal computer, Microsoft Windows based software, Microsoft Office 365, GIS mapping software, CMMS, SCADA, and various enterprise software programs: fax, copy machine, calculator; motor vehicle; phone; cell phone; mobile radio, tablet, etc.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office setting. Some outdoor work is required for on-site troubleshooting at District facilities; must be physically able to enter vaults and pump stations, climb ladders, and work over, under, and around equipment in adverse field conditions. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The employee must possess the ability required to sit; climb or balance; stoop, bend, kneel, crouch, or crawl; talk or hear, and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee will occasionally be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

**ENVIRONMENTAL CONDITIONS:**

Employees work mainly in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives over the course of performing the work.

While performing the duties of this job, employees occasionally work in outside weather conditions exposed to hot, cold, wet and/or humid conditions and can be exposed to dust, pollens, and fumes. Employees occasionally work around moving mechanical parts and in high, precarious places and are occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.