



San Juan Water District
9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Position Description

Information Technology Technician I/II

Status: Non-Exempt and Confidential in nature
Supervisor: Information Technology Manager
Effective Date: July 1, 2007

Supervision Received and Exercised

Information Technology Technician I - Receives immediate supervision from the Information Technology Manager. Does not provide supervision to others.

Information Technology Technician II - Receives general supervision from the Information Technology Manager. Does not provide supervision to others

Primary Function

To provide complex technical assistance in support of the District's administrative and information systems; to troubleshoot, analyze and resolve system and application related support requests; and to assist and train users in personal computer hardware and software.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Install, test, configure, upgrade, diagnose, troubleshoot and maintain workstation and server software and hardware.
- Reset user passwords and add new users and computers to Active Directory.
- Troubleshoot and diagnose problems with LAN equipment, connections, and nodes including workstations, servers, printers, and peripheral equipment.
- Maintain knowledge of operating systems, their installation and configuration.
- Maintain help desk and inventory records, record and track problems, and ensure resolution.
- Maintain tape backup software by creating and modifying backup jobs for disaster recovery; rotate backup tapes for disaster recovery.
- Operate and maintain all District database systems and application software; assist with production of ad hoc customized reports through the use of end user reporting tools, spreadsheets, databases and/or word processors.
- Maintain the integrity of major information systems, ensuring that all processing is timely and accurate and that there are adequate controls.
- Maintain security of and monitor access to the District's information systems.
- Support end users with hardware and/or software implementation, training and ongoing use; provide on-site training and prepare documentation for new hardware and software.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Information Technology Technician I

Knowledge of:

- Proper use, operation, and limitations of personal computers and related equipment and software in business and information systems applications.
- Principles and practices of customer service.
- Principles of local and wide area networking.
- Effective methods for training end users.

Ability to:

- Learn business processes, data flow, and structure of the District's information systems.
- Learn to troubleshoot, configure, perform repairs, and install computer and server hardware/software.
- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.
- Intermittently, 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.
- Prepare clear and complete reports and correspondence.
- Meet deadlines and coordinate activities with various District departments.
- Establish and maintain positive working relations with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Maintain confidentiality of sensitive business and personnel matters.

Experience and Education:

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

Education:

Equivalent to graduation from high school supplemented by course work in computer science or related field.

Experience:

One year of experience involving hardware and software installation and maintenance.

License or Certificate:

Possession of or the ability to obtain and maintain a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Information Technology Technician II

In addition to the qualifications for Information Technology Technician I:

Knowledge of:

- Information and data gathering and presentation techniques.
- Principles and techniques of computer hardware and software installation, troubleshooting, and maintenance.
- Operating principles, methods, and practices of a wide variety of software applications.
- Principles of information systems security.

Ability to:

- Independently troubleshoot, configure, perform repairs, and install computer and server hardware/software.
- Prioritize work and coordinate several activities simultaneously.
- Work with vendors to resolve application issues.
- Develop and implement user training.

Experience and Education:

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

Education:

Equivalent to graduation from high school supplemented by course work in computer science or related field.

Experience:

One year of experience performing duties equivalent to Information Technology Technician I with San Juan Water District. Positions in this class are flexibly staffed and are normally filled by advancement from the I level if incumbents have met the minimum qualifications and have demonstrated the ability to perform the responsibilities required at the higher performance level.

License or Certificate:

Possession of or the ability to obtain and maintain a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Physical Capabilities

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. Reasonable accommodations may be made to enable individuals with disabilities to perform functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking		√		
Climbing/Stooping/Kneeling		√		
Lifting/Pulling/Pushing		√		
Approximate Maximum Weight to Lift		50 Pounds		
Fingering/Grasping/Feeling				√
Describe Working Conditions	95 Percent Indoors, 5 Percent Outdoors			