SILICON VALLEY CLEAN WATER
Job Description
May 2012
Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.

JOB TITLE: Information System Technician

GRADE:

FLSA: Non-Exempt

Every employee shall serve at the will and pleasure of Silicon Valley Clean Water ("SVCW"). No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with SVCW. The Manager, upon request of an employee who has been discharged, will review all the circumstances of such discharge.

SUMMARY
Under the general direction of the Information Systems Administrator conducts basic troubleshooting, repair and support of computer hardware and software, printer/copiers, telephone systems, and SVCW-owned cell phones. Assignments may take place in SVCW offices, throughout the SVCW treatment plant and at the SVCW pump stations. This is an entry level technical computer desktop support position for the SVCW information systems that includes end user application software and hardware.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- The work involves frequent contact with SVCW staff and outside vendors and coordination of multiple and concurrent activities.

- Expectations are to have basic understanding of computer and telecommunication operations and maintenance and, to work independently within established guidelines.

- Act as primary resource to SVCW staff regarding computer related issues; software, hardware, networking and/or information systems questions and problems; troubleshoot, analyze, and diagnose specific software application problems/inadequacies and resolve; coordinate problem-solving and resolution process with the IT Staff and/or outside vendors as necessary.

- Support system users by answering questions and providing instructions.

- Operate, maintain, and install computer system(s) hardware and software to ensure continued and reliable functionality.

- Maintain documentation on users' systems and software. Including modifications.

- Provide technical orientation to new employees concerning the use and methodology of the SVCW systems.

- Perform responsibly with assigned duties on information systems software applications, databases, and hardware.

- Implement and maintain a hardware/software security users system(s); maintain documentation.

- Coordinates with IS Analyst, Senior IS Analyst, and/or vendors to ensure that the system(s) undergo periodic maintenance and that hardware and software problems are corrected.

- Assist with duties on the telecommunication/phone systems at SVCW.

- Upgrade and/or maintain existing software packages and applications specific to designated software; create appropriate documentation of any changes/modifications.

- Coordinate, prepare and/or conduct user training on a variety of software applications; develop and maintain user manuals; evaluate user training requests and courses.

- Assist in the evaluation of current information systems; research and analyze available software that would better meet users' needs and operational requirements.

- Assist in the review and analysis of vendor proposals; may assist in the selection process; may assist with monitoring of vendors during the installation and implementation of hardware and software related to the SVCW IT and SCADA systems.

- Install, relocate and remove computer work stations as directed.

- Handle general IT duties such as: supply deliveries, inventory control, label of parts and shelves for storage, place orders as needed, Record Assets and maintain supplies in the SVCW Computerized Asset Management System, clean and organize work areas and equipment, properly and ethically dispose of electronic waste.

- Assist with Printer/Copier maintenance and supplier inventory. Contract Vendor for service and materials.

- Maintain documents and documentation of IT department equipment and network systems.

- Performs a variety of other duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Silicon Valley Clean Water policies and procedures.

- Principles, practices, methods and techniques used in the operation, maintenance and administration of desktop PC's, software applications, operating systems, computer hardware/networking, networks and telecommunications systems.
- Computer/telecommunication systems technology and vocabulary.
- Safety hazards and appropriate precautions applicable to work assignments.

Ability to:
- Establish and maintain effective working relationships with people inside and outside of SVCW.
- Communicate in English clearly and concisely, both orally and in writing.
- Successfully communicate and interact with individuals and groups at all organizational levels.
- Understand and carry out a variety of both written and oral instructions in English in an independent manner.
- Effectively organize and prioritize work so that assignments can be completed in a timely manner.
- Perform arithmetical calculations and repetitive tasks with a high level of accuracy and attention to detail.
- Interact positively and cooperate with co-workers and supervision, work as a team member, function under demanding time pressure.
- Safely operate a motor vehicle.
- On a continuous basis analyze, identify, interpret, observe, problem solve, remember, understand, and explain computer, hardware, and software.
- Work with complex and difficult software and hardware systems.
- Troubleshoot, correct/repair problems.
- Provide computer and telecommunication systems training to others.
- Learn and observe all appropriate safety precautions as required by SVCW.
- Establish and maintain designated documentation and records in an accurate and timely manner.
- Operate, upgrade, enhance, and troubleshoot a variety of software programs to include word processing, spreadsheets, specialized databases, and designated technical software packages at a level sufficient for successful job performance.
- Schedule, coordinate, and prioritize assigned work for successful job performance.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Sit for long period of time.
- Work autonomously.

EDUCATION and/or EXPERIENCE:
Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:

High School Diploma or an equivalent certificate or diploma recognized by the State of California.

AA/AS college degree or equivalent number of college level units; and

Ability to demonstrate or show evidence of computer and desktop support knowledge through education and/or experience through previous work history.

CERTIFICATION AND LICENSING:
Must obtain Microsoft MCITP Enterprise Desktop Support Technician certification, within eighteen (18) months of the start of employment.

Valid California Class C Driver's License and an acceptable driving record as defined by SVCW's Driving Eligibility Standards.

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

The work is usually performed in a standard office environment and in other locations around SVCW's wastewater treatment facilities. While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands and fingers to handle, or feel; reach with hands and arms; and talk and hear. The employee is regularly required to stand, walk, bend, stoop, kneel, and climb stairs and occasionally climb ladders. The employee is required to work in awkward positions under and around desks and other work stations. The employee may work at a desk or computer work station for long periods of time on a continuous basis; twist to reach equipment in surrounding work area, perform simple grasping, pushing, pulling, and fine manipulation; use telephone; write or use a keyboard to communicate through written means. The employee must regularly lift and/or move up to 25 pounds. The employee will regularly be accessing SVCW and its remote locations in and through construction zones. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to fumes and odors, works on elevated platforms, and works around machinery having moving parts. The employee is exposed to outside weather conditions and construction zones. The employee occasionally works evenings or on weekends. The noise level in the work environment is usually minimal with occasional exposure to moderate levels. This position requires confidentiality of Information and data as outlined in SVCW's policies.