

SILICON VALLEY CLEAN WATER
Job Description
January 2025

JOB TITLE: Information System Technician

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.

SUMMARY

Under the general direction of the Information Systems Supervisor, the IS Technician is responsible for supporting the SVCW Information Systems (IS) Division. This entry level technical support position primarily assists with end user applications, software, and end-point hardware issues. Responsibilities include basic troubleshooting of desktops, mobile devices, network connectivity, and software applications. This position requires confidentiality of data and personnel information.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

- Act as primary resource for computer related issues including software, hardware, networking and/or information systems; troubleshoot, analyze, diagnose, and resolve specific software application problems/inadequacies; coordinate problem-solving and resolution processes with IS Staff and/or outside vendors as necessary.
- Manage SVCW Help Desk trouble ticketing system.
- Operate, maintain, and install computer system(s) hardware, operating systems and software to ensure continued and reliable functionality.
- Support system users by answering questions and providing instructions.
- Complete assigned duties on IS software applications, databases, and hardware.
- Maintain inventory of users' systems, devices, and technology equipment.
- Coordinate with IS Division Team and/or vendors for periodic systems maintenance, and correct hardware and software problems.
- Assist with management of telecommunication/phone systems.
- Upgrade and/or maintain software packages and applications specific to designated software; create appropriate documentation of those changes/modifications.
- Install, relocate and remove computer workstations as directed.
- Manage cleanliness of Data Center space, keep space dust free and organized.
- Manage e-waste disposal program.
- Manage inventory and supply of basic workstation necessities.
- Assist with Printer/Copier maintenance, supplies inventory, and vendor services.
- Perform 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
- Safety hazards and appropriate precautions applicable to work assignments
- Basic computer telecommunications systems technology and vocabulary

Ability to:

- Operate, upgrade, enhance, and troubleshoot a variety of software programs including O365, specialized databases, and various technical software applications
- Build desktop PCs and set up workstations efficiently
- Learn and apply SVCW safety precautions
- Effectively organize, schedule, coordinate and prioritize work so that assignments can be completed in a timely manner
- Continuously identify, observe, troubleshoot, problem solve, understand, and explain computer hardware and software
- Establish and maintain effective working relationships with colleagues and outside vendors while delivering excellent customer service
- Work autonomously and with initiative
- Communicate in English clearly and concisely, both orally and in writing
- Safely operate a motor vehicle

Interpersonal Effectiveness

Effectively work in a collaborative organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with internal and external customers; demonstration of strong two-way communication skills, including the ability to listen, explain and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement; ability to address co-workers needs; identifying issues and concerns, exploring solutions and implementing improvements.

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 equivalent certificate recognized by the State of California.
- Experience building desktop PCs
- Ability to demonstrate or show evidence of computer and desktop support knowledge through education and/or experience through previous work history.

CERTIFICATION AND LICENSING

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

Work is typically performed in a standard office environment as well as throughout wastewater treatment facilities. While performing the duties, employees are regularly required to sit, talk, and listen. 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 may be required to work under and around desks and workstations. The employee may work at a desk or computer workstation for long periods of time on a continuous basis, twist to reach equipment in surrounding work areas; perform simple grasping, pushing, pulling, and fine manipulation; use telephone; and write or use a keyboard to communicate. The employee must regularly lift and/or move up to 25 pounds. The employee will regularly work at SVCW treat plant and remote locations that may include 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 displays. 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.

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.