NEVADA IRRIGATION DISTRICT
Job Description

Job Title:	Information Technology Technician I/II		Reports To:	Information Technology Administrator
Salary Range:	B37 / B57		Approved by Board of Directors:	01/24/2024
FLSA Status:	Non-exempt		Unit:	Unrepresented - Confidential

*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.*

Definition
Under supervision performs 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.

Distinguishing Characteristics
Information Technology Technician I: This is the entry level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience. The Information Technology Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II: This is the journey level class in the Information Technology Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual, or unique situations arise and are fully aware of the operating procedures and policies withing the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Supervision Received and Exercised
Receives supervision from the Information Technology Administrator 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. Staffs 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, and telecommunications network related issues.

4. Configure, install, upgrade and apply patches to a variety of department specific software programs.

5. Monitor, troubleshoot, repair or replace computer hardware down to the individual component level including workstations, servers, and peripherals.

6. Implement internal controls, network security systems, firewalls and other security measures for data backup, software, and hardware protection; maintain appropriate confidentiality of sensitive information.

7. Creates and disables network and email accounts assigning rights to files and folders, creating user ID's, and troubleshooting logins.

8. Maintain documentation of work requested, performed, and resolved; maintain and update procedures, schematics, templates, and related documents; follows recommended protocols and procedures; maintain parts inventory for computer equipment.

9. 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.

10. Assist in education about and enforcement of the District's information technology policies.

11. Keep up with latest technology trends by by conducting research, identifying, and experimenting with new technologies or solutions aimed at enhancing existing technological infrastructure.

12. Builds and maintains 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

Information Technology Technician I
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 smart cell phones.
- Common software used in personal computers for word processing, spreadsheet, and database applications.
- Principles and practices of effective customer service.

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.

Information Technology Technician ll
In addition to the qualifications for the Information Technology Technician l:

Knowledge of:
- Advanced methods and techniques used in evaluating and analyzing software, hardware and application system, including troubleshooting and diagnostics procedures.
- Practices of automated and information technology and related to software hardware, operating systems, and telecommunication.
- Pertinent of District functions, policies, rules, and regulations.

Ability to:
- Troubleshoot, diagnose, and resolve difficult problems related to personal computer hardware and software.
- Understand the organization and operations of the District to provide timely, effective, and efficient support computer services.

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:
Information Technology Technician I: One year of responsible technical information technology experience.
Information Technology Technician II: Two years of responsible experience similar to Information Technology Technician l with Nevada Irrigation District.

Education:
Equivalent to an Associate's degree from an accredited college with major coursework 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 typically 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.

Vision: See in the normal visual range with or without correction. Specific vision abilities required by this job include close vision and the ability to focus.

Hearing: Hear in the normal audio range with or without correction.

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.