



## Information Technology Specialist

Department/Division:	Technical Services
Reports To:	Business Systems Manager
Provides Direction To:	Not Applicable
FLSA Exemption Status:	Non-Exempt
Date Prepared:	12/19/2024

### GENERAL PURPOSE

Under general supervision, provides first level end-user support and second level infrastructure and enterprise support to the District. Analyzes and develops solutions for software and systems problems; participates in the testing, maintenance, and upgrading of District systems, applications, and documentation; and performs other related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

The Information Technology Specialist is differentiated from the Information Technology Administrator which has broader knowledge of systems, software applications, and District data architecture needs, networks, systems and applications, hardware specifications, and project management requirements. The Information Technology Specialist has more specialized knowledge of user requirements and software applications than lower-level IT support personnel.

### ESSENTIAL FUNCTIONS

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.*

- Functions as a Database Administrator and Database Analyst in assisting departmental managers and staff with Standard Query Language (SQL) applications, including functionality, searches, and reports.
- Assists in the development, testing, and implementation of enterprise applications for the District, including organizing, prioritizing, and completing tasks that are part of project plans.
- Performs server administrator functions, including installations, support, and maintenance of computer systems.
- Troubleshoots, analyzes, and resolves complex systems, software, and database problems by working directly with users and conferring with IT staff.
- Documents specifications, requirements, protocols, and coding for specific applications.
- Participates in the analysis, design, development, programming, testing, implementation, and documentation of systems and programs.
- Assists in long-range information systems planning, and in the forecasting and analysis of user needs.

- Researches, recommends, and implements new technology systems to meet user needs for capacity, performance, and security.
- Works with other information technology staff, departments, vendors, and end users to establish and maintain connectivity of multiple platforms and applications.
- May act as a project leader or team member for specific database, software, and systems applications and updates.
- Cross trains with other information technology staff to provide backup support, as necessary.
- Maintain prompt and regular attendance.
- Perform other related duties as assigned.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

- Database architecture, user support requirements, enterprise software applications, and a range of Microsoft applications;
- Project, task, and work request planning and organization;
- Research methods;
- Customer service practices.

### **Ability to:**

- Analyze and define user requirements and recommend efficient and cost-effective solutions to problems and needs prepare clear, concise, and accurate specifications, documentation, and reports;
- Organize, prioritize, and complete tasks within established deadlines; communicate effectively, both orally and in writing;
- Establish and maintain effective working relationships with users, vendors, contractors, management, the general public, and others;
- Maintain the confidentiality of user access credentials and District records;
- Operate modern office equipment and computer hardware;
- Work effectively with a range of systems and applications to fulfill user requirements.
- Use written and oral communication skills;
- Read and interpret data;
- Use math and mathematical reasoning;
- Analyze and solve problems;
- Learn and apply new information;
- Perform highly detailed work on multiple, concurrent tasks while meeting deadlines;
- Interact with District users, staff, management, vendors, contractors, the general public, and others during the course of work.

### **Minimum Qualifications:**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

Education: Bachelor's degree in Computer Science, Information Technology, Information Systems, or equivalent certification in designated information technology specialty areas is required.

**And**

Experience: Three (3) years of networking and information technology support experience and database is required. SQL database experience preferred.

**Licenses, Certificates; Special Requirements:**

Possession of a valid Class C California driver's license, acceptable driving record.

Technical certifications such as a Microsoft Solutions Certified Expert (MSCE), Microsoft Solutions Certified Associate (MSCA), Microsoft Certified IT Professional (MCIT), CompTIA A+ Technician, VMware training, Citrix Certified Associate, and/or Database/SQL is highly desirable.

In accordance with California Government Code Section 3100, West Valley Water District employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***