

**MERCED IRRIGATION DISTRICT  
INFORMATION TECHNOLOGY TECHNICIAN**

FLSA Status – Non Exempt

**DEFINITION:**

Under general direction, plan, coordinate, document and implement the daily operational and technical support of the District's computing platforms. Provide technical support to multiple District departments, user requirements analysis, systems analysis, problem resolution. Evaluate and make recommendations for ongoing system development. Contact equipment and software vendors.

**ESSENTIAL FUNCTIONS OF THE POSITION:**

- Install, maintain, repair and make recommendations to upgrade 100+ individual workstations and notebook computers and all peripherals related to those computers throughout the District.
- Assist all non-technical end users in the District when they encounter operational hardware or software problems on MID servers, MID workstations, smart phones, tablets and other electronic devices as needed.
- Provide critical technical information and data as needed for timely management decisions.
- Consult manufacturer representatives and documentation to define hardware and software capabilities, maintenance requirements and trouble shooting.
- Specification, quoting, and testing software and hardware on workstations for annual PC replacement cycles.
- Asset management, PC image creation and workstation replacement cycles.
- Provide support via helpdesk software, monitor tickets and supply updates, manage and modify helpdesk configuration.
- Mobile device ordering, setup, and managing.
- Creating new servers as well as migrating older servers and enterprise services running on those servers.
- Work with outside vendors to plan, test, and implement enterprise grade software/services.
- Group policy creation, testing, and implementation.
- On boarding new users, adding, removing, or updating user account information/permissions in Active Directory and other MID services.
- Basic Exchange administration.
- Documenting processes for end-users and IT staff.
- Add, maintain, and update Cisco VOIP phones and services related to those phones.
- Network printer specification, ordering, configuration, and implementation.
- Perform other duties as requested, directed or assigned.

**QUALIFICATIONS:**

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

**Education:**

- Bachelor of Science Degree from an accredited college or university with a major course work in computer science, information systems, business information systems, business administration or a related field is desirable.
- MCP, MCSE, CCNA, CCNP, A+ or other professional certifications in one or more fields of information technology is desirable.

## INFORMATION TECHNOLOGY TECHNICIAN

### **Experience:**

- Two (2) years of increasingly responsible experience designing, managing and modifying networked workstations and installing/troubleshooting software applications and peripheral equipment.

### **Ability to:**

- Communicate clearly and concisely, orally and in writing.
- Coordinate and facilitate work with others and train and guide others.
- Lift and move equipment weighing up to fifty (50) pounds.
- Troubleshoot and perform routine maintenance on computer systems.
- Reason logically, use a variety of techniques to resolve problems, and manage time and resources.
- Handle multiple assignments and work under deadlines.
- Configure desktop computers and related peripherals.
- Work outside of normal business hours.
- Learn and adapt quickly to changes in technology.

### **Knowledge of:**

- Helpdesk ticketing software.
- Various versions of Microsoft Desktop Operating Systems.
- Various versions of Microsoft Office Suite.
- Various versions of Microsoft Server Operating Systems.
- Various distributions of Linux various versions of Android and Apple iOS.
- Basic understanding of Cisco Call Manager, Unity, and UCCX.
- Basic understanding of Group Policy Management and Active Directory.
- Basic understanding of Microsoft Exchange.
- Basic data communications hardware, software, protocols and technologies including switches, routers, firewalls, WAN, LAN, 802.11x, TCP/IP, Ethernet Wiring.
- Security hardware and software including antivirus systems, spam filtering hardware and/or software and intrusion prevention/detection systems.

### **Necessary Special Requirements:**

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

### **ENVIRONMENTAL FACTORS:**

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

The mental and 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:

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### **ESSENTIAL MENTAL ABILITIES:**

- Exercise independent judgment.
- Self-directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

### **TYPICAL PHYSICAL DEMANDS:**

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways and uneven ground from time to time.

Sitting: Remains in a seated position for up to eight (8) hours per day

Hands/Arms: Operates computer for up to eight (8) hours per day

Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds.

Stooping: Bends body downward and forward by bending at the knees or waist

Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.

Hearing: Hears well enough to receive communications in person and by telephone.

Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

### **SUPERVISION:**

The position receives general supervision from the Information Technology Manager.

**I have reviewed this Job Description with my Supervisor and agree with its contents.**

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Employee Signature/Date

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Supervisor Signature/Date

**The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**