MERCED IRRIGATION DISTRICT
DESKTOP SUPPORT 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:

- Provide technical support via helpdesk software to District employees.
- Installation, maintenance, and repair of workstations, laptops, and all peripherals related to District computers.
- Assist all non-technical end users in the District when they encounter operational hardware or software problems on servers, workstations, smart phones, tablets and other electronic devices as needed.
- Provide technical information and data to assist in District IT operations.
- Consult manufacturer representatives and documentation to define hardware and software capabilities, maintenance requirements and trouble shooting.
- Maintain asset management of IT equipment, perform imaging of PCs, plan and execute the replacement of district computers.
- Mobile device ordering, setup, and management.
- On boarding new users, adding, removing, or updating user account information/permissions in Active Directory and other District services.
- Documenting processes for end-users and IT staff.
- Train and instruct District employees on the use of District computer systems, software and other related peripherals.
- Network printer specification, ordering, configuration, and implementation.
- Work with outside vendors to plan, test, and implement enterprise grade software/services.
- Provide software support for District specific applications, acting as a liaison between software venders and District end users.
- 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:

- A typical way of obtaining the knowledge, skills and abilities outlined in this job description would be AA Degree in related field. Bachelor's Degree with a major course work in computer science, information systems, business information systems, business administration or a related field is highly desirable.
- Professional certifications related to Information Technology.

Experience:

- One (1) to two (2) years of increasingly responsible experience designing, managing and modifying networked workstations and installing/troubleshooting software applications and peripheral equipment preferred.

Ability to:

- Communicate clearly and concisely, orally and in writing.

- Coordinate and provide technical training for end users.
- 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 as needed.
- Learn and adapt quickly to changes in technology.

Knowledge of:

- Helpdesk ticketing software.
- Principles and practices of effective customer service.
- Personal computers, including hardware, software, and related peripheral equipment.
- Enterprise support of Microsoft Windows desktop and server,
- Enterprise support of Microsoft Office applications.
- Basic Microsoft 365 administration.
- Basic networking fundamentals.

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:

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.