



WATER REPLENISHMENT DISTRICT OF SOUTHERN CALIFORNIA
is seeking qualified candidates for the following career opportunity:

INFORMATION TECHNOLOGY TECHNICIAN

SALARY RANGE 16: \$76,281 - \$111,734 ANNUALLY

DEADLINE: OPEN UNTIL FILLED FIRST REVIEW OF APPLICATIONS: MONDAY, SEPTEMBER 5, 2022

As part of its commitment to hire and retain highly qualified customer-service driven professionals, WRD provides employees with a very comprehensive and competitive benefits package including employer covered health care, retirement through the California Public Employee's Retirement System (PERS) with Social Security, and up to 50% matching deferred compensation (with limits).

Under general direction, the IT (Data and Technology Services) Technician performs a variety of professional duties in providing information systems, technology, and telecommunications support for the achievement of District mission and objectives; maintains and updates computers and equipment related to information technology (IT); provides computer networking support; organizes, prepares and generates data products and documents; monitors and tracks a variety of data and data systems; provides user training and support; and performs related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Deploy and maintain computer workstations, hardware, software and peripherals; install, configure and test computer hardware, software and peripherals; monitor and install security and anti-virus updates; provide user support and conduct user software and hardware training; respond to inquiries and requests and provide technical assistance to end users on computers and peripheral equipment; provide general help desk support to District staff and troubleshoot hardware, software and network problems.
- Perform preventative maintenance and basic reactive troubleshooting of the District's Audiovisual (AV) systems, such as in meeting rooms, as well as management of escalation to vendor-provided support.
- Perform troubleshooting and error resolution of the District's photocopiers and printers, which may include the replacement and restocking of related supplies, as well as management of escalation to vendor-provided support.
- Perform network administration functions for the District's network system, including the maintenance and troubleshooting of network infrastructure, servers, software, backup systems and devices.
- Assist in the technology-related logistics and operations of District meetings as needed, including the setup, operation, and disassembly of technological equipment.
- Assist in the setup and maintenance of the District's telecommunication systems, including digital telephone, unified messaging, and collaboration systems.
- Assist in the implementation and maintenance of various database systems; perform database administration functions, including setting up and running database management utilities to backup and restore databases and resolve production and operational problems; monitor memory and disk usage and manage available database resources; monitor database performance; monitor database security and install security updates.
- Assist in the updating and administration of the District's enterprise systems, such as its document management system; support workflow processes for such systems; support training efforts to staff on use of imaging systems.
- Assist in the development of data products, analytics, and visualizations with content generated from enterprise systems.
- Draft and maintain documentation of the District's network, database and workstation architecture, operating systems, software, devices, and telecommunications specifications; support disaster recovery procedures and processes for the District; support training programs for staff on the use and operation of District technology and telecommunications systems.
- Communicate clearly and effectively, both orally and in writing.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
- Establish and maintain effective working relationships with District management, staff, third party administrators, applicants, the public, and others encountered in the course of work.

MINIMUM QUALIFICATIONS TO APPLY: A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in information systems, information technology, computer science, management information systems or a closely related field; and two years of progressively responsible experience in computer support and network analysis, design, and administration; or an equivalent combination of training and experience. **LICENSES; CERTIFICATES; SPECIAL REQUIREMENTS:** Possession of a California Driver's License and auto insurance. Proof of COVID19 vaccination is required upon offer of employment hire.

APPLICATION AND SELECTION PROCESS: The first review of applications is September 5, 2022. To be considered for this opportunity please submit (1) a District application available at www.wrd.org, (2) cover letter highlighting your applicable experience and (3) resume to careers@wrd.org by the first review date. **INCOMPLETE SUBMISSIONS MAY RESULT IN DISQUALIFICATION.** The most qualified applicants will be invited to participate further in the screening process, which will include a panel interview and possible written exam. Final candidates must be able to prove legal U.S. residency, provide proof of COVID19 vaccination, pass a background check, a physical, and a toxicology screening. The District is an Equal Opportunity Employer.

WATER REPLENISHMENT DISTRICT OF SOUTHERN CALIFORNIA
4040 Paramount Boulevard, Lakewood, California 90712
For questions about this recruitment please call (562) 921-5521| www.wrd.org