OLIVENHAIN
Municipal Water District

POSITION DESCRIPTION

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TITLE: INFORMATION TECHNOLOGY COORDINATOR
REPORTS TO: Information Technology Supervisor
GRADE: 5
FLSA: Non-exempt
CONFIDENTIAL: Yes

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SUPERVISORY RESPONSIBILITIES
DIRECT: None
INDIRECT: None

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MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee.

EDUCATION: High School diploma or equivalent required. Associate's degree in Business with emphasis in information systems, computer science, or related field, and Microsoft Certified Solutions Associate (MCSA) certification are desirable. Valid California driver's license and proof of insurability are required.

EXPERIENCE: Minimum of two years of experience supporting the administration, monitoring and troubleshooting of hardware, software and network infrastructure. Must have knowledge of and experience working with current Microsoft server and client operating systems; Microsoft Exchange; Microsoft Office and other desktop applications; TCP/IP and network infrastructure. Strong technical, administrative, organizational, and communication skills are essential. Must have the ability to learn new systems quickly and effectively. Experience with Microsoft SQL, SQL reporting tools, Linux administration, asset management, financial systems, SharePoint, and Laserfiche are desirable.

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CONTACT RESPONSIBILITY

INTERNAL: Interaction with Supervisor and Senior Systems Administrator to receive specific work direction and review results; District employees to support and resolve hardware, software, or networking issues.

EXTERNAL: Interaction with contractors, vendors, government agencies and officials to discuss, advise and resolve information systems issues. Act as liaison between departments and business partners to streamline systems, enhance or escalate support and to bridge potential gaps in technical understanding.

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PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; excellent ability to communicate both verbally and in writing; ability to effectively operate and utilize a personal computer and peripherals; able to tolerate periods of continuous sitting; able to tolerate extended exposure to a computer screen; may on an infrequent basis assist with lifting up to 50 pounds.

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ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor and noise. Appropriate personal safety equipment is provided.

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DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will position assists with the administration and support of the District's Enterprise Resource Planning and Utility Billing systems. Ensures that these systems as well as Advanced Metering Infrastructure, Enterprise Asset Management, and other database driven applications are integrated effectively to increase work efficiency. Supports the District's computer and network security, policies, and procedures. Able to manage competing priorities; manage District resources effectively; take constructive criticism positively; solve problems; professionally represent the District; act as a team player and positive role model in supporting the District's Mission Statement and Strategic Plan. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Reliable, stable attendance is required. May be required to work flexible hours including evenings and weekends as needed.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

% TIME	TASKS
25%	Assists with administering, monitoring and troubleshooting the District's hardware, software, and network infrastructure. Identifies and takes appropriate courses of action to resolve issues and maintain efficient operations.
15%	Applies business analysis principles to create custom reports from multiple databases. Consolidates and analyzes data for management reporting. Reconciles report discrepancies.
25%	Provides assistance and support to end-users for issues such as system set-up and design, user account administration, and printer configuration. Provides Windows systems administration duties including user management and support, hardware configuration, system status checks, upgrades, and network support.
15%	Acts as a District liaison with the Application Service Provider (ASP) and other third party software vendors for multiple mission critical financial systems.
10%	Assists with other general information technology (IT) support functions such as: installation and upgrades to software, hardware, security utilities, and operating systems; printer configuration and maintenance; user account administration; helpdesk support; audio visual equipment configuration and maintenance; mobile device management; administration of the telephone system; and other related tasks.

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DETAILED DUTIES AND RESPONSIBILITIES – NON-ESSENTIAL FUNCTIONS

10%	Performs all related duties as assigned.