



WEBER BASIN WATER CONSERVANCY DISTRICT

IT SUPPORT SPECIALIST

Department: Strategic Initiatives/Information Systems

Regular Full-Time (FT40)

Non-exempt / Hourly

Grade 4-6

M-F 8:00 a.m. - 4:30 p.m.

JOB SUMMARY

Under the general guidance and direction of the Information Systems Department Manager and Assistant General Manager, supports user endpoint devices, assists with various technical requests, and supports District staff and the IT department in maintaining an efficient and up-to-date device inventory. The duties are of a wide range - from fairly routine to moderately technical.

This position is classified as security-sensitive and is subject to random drug testing.

ESSENTIAL JOB FUNCTIONS (Not necessarily a comprehensive list)

Performs functions that include, but are not limited to the following:

- Technical assistance to users with endpoint devices, including desktop/laptop PC's, desktop phones, mobile phones and tablets.
- Commissioning new and decommissioning old devices (pc's, phones, tablets, etc.)
- Training users on proper cyber security practices
- User account and access management
- Managing IT assets and inventory
- Management and configuration of the MDM solution
- Collaborating with other IT and District staff on troubleshooting and problem solving
- Software installation and support on user devices.
- Supports each department with software and IT needs.
- Promotes and adheres to the District's core values (collaboration, ownership, mutual respect, professionalism, appreciation, safety and sustainability).

OTHER JOB FUNCTIONS (Not necessarily a comprehensive list.)

- Performs other duties as assigned.

NOTE: These duties are subject to change depending on District needs and the individual in this position may be required to perform other jobs. Any of the herein stated requirements and conditions are subject to approval and/or waiver by the General Manager. The regular work

schedule is subject to change depending on the District needs for this position.

MINIMUM QUALIFICATIONS (The education and experience requirements for this job may be satisfied by any acceptable equivalent combination of education and experience.)

Education: Bachelor's degree or Associate's degree from accredited college or technical school in with emphasis in Information Technology or Systems is preferred.

Experience: Minimum of 1 year of information technology/systems experience.

Knowledge: Advanced knowledge of the Microsoft Windows operating system is preferred along with Microsoft Office 365 and Adobe Acrobat. Applicant must possess an understanding of basic computer networking principles, security and troubleshooting, software installation procedures and troubleshooting and the iOS and iPadOS operating systems. Knowledge of Microsoft Active Directory and Windows Group Policy is beneficial but not required.

Skills: Ability to effectively communicate with managers and users. Must have excellent problem-solving skills and the ability to evaluate and resolve complex issues.

Abilities: Ability to operate and use servers, personal computers along with software such as databases (Microsoft Access), spreadsheets, word processing, and e-mail. Ability to analyze problems and to develop and implement plans to resolve problems. Ability to troubleshoot and provide support for PC hardware, Windows operating systems, and Microsoft Office software (Outlook, Word, Excel, Access) for employee workstations. Ability to communicate effectively orally and in writing, ability to work effectively with other District personnel, public and private agencies and officials, and the general public.

Special Requirements: None

Other Qualifications: Must have and maintain a valid Utah driver's license and an acceptable driving record per District policy.

WORKING CONDITIONS

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position will primarily operate in an office environment. The employee may occasionally work in outside weather conditions for short periods of time and may be exposed to hot or cold temperatures.

Physical Demands: The 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.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, talk, hear, and use hands and fingers to operate a computer keyboard, phone and other office equipment.

Specific vision abilities required include close vision, color vision, depth perception, and the ability to adjust focus. Light to moderate lifting may be required.

HIRING POLICIES

The District provides equal opportunity to all employees and applicants for employment without regard to race, color, national origin, religion, sex, age, disability, sexual orientation or any other category protected by applicable law. Weber Basin Water Conservancy District will not refuse to hire a disabled individual who is capable of performing the essential requirements of the position with reasonable accommodations when they do not create an undue hardship.