



Job Description			
Job Title:	Information Technology and Control Technician	Pay Grade:	8
Department:	IT	Effective Date:	4/2019

GENERAL PURPOSE

Performs a variety of general technical duties related to the installation and maintenance of computers, computer systems, and network systems. Has knowledge of Programmable Logic Controllers (PLC's) and SCADA control systems. Understands scripting terminologies and languages. Installs and maintains network, back-up, communication, email, firewall, wireless network, and related systems. Performs basic administration duties. Installs and maintains hardware and software to interface communications between PCs and servers. Provides desktop computer assistance for users.

SUPERVISION RECEIVED

Works under the general supervision of the Network Administrator.

SUPERVISION EXERCISED

Provides no supervision. Assists Network Administrator in coordinating and implementing plans with District personnel.

ESSENTIAL FUNCTIONS

Has responsibility to assist in the installation and operation of computer information and functional systems including a preferred general familiarity with the following functions:

1. General Skills:
 - A. Active Directory
 - B. Visual Basic.NET
 - C. ASP.NET
 - D. DHCP
 - E. DNS
 - F. TCP/IP
 - G. VPN
 - H. Wireless Networking
 - I. Routing and Cisco IOS proficiency

2. SCADA Control Functions
 - A. Has knowledge of control systems and familiarity with Programmable Logic Controllers (PLC's) and their programming.
 - B. Troubleshoots problems with the District's SCADA software and resolves issues. Assists other instrumentation staff in troubleshooting problems and provides them with support. Makes recommendations regarding instrumentation and control issues for all plant resources, including providing standard and proven devices and equipment.
 - C. Assists Network Administrator and instrumentation staff in procurement recommendations for SCADA network and control equipment.
 - D. Assists in the development of trending and other instrumentation and SCADA tools to identify proper operation, health, and deficiencies of treatment processes. Assists in development of policies and procedures related to content, functionality, access, modification, updating, stability, reliability, and troubleshooting of the plant's SCADA system.
 - E. Assists in identifying need, initiating, and coordinating work needed, along with Instrumentation staff, with District's SCADA software consultant. Responds to instances of monitoring, control, and SCADA system failures and troubleshoots and makes repairs as

- needed to restore proper functioning. Documents all procedures performed on the SCADA system.
- F. Assists in maintaining and troubleshooting computer networks, including all fiber optic cable, media converters, and network switches.
3. Security:
- A. Assist in installation, maintenance, and testing of firewall and other security equipment to assure security and protection of all systems. Assists in development and implements security and password protocols to protect and preserve information and system accuracy and reliability.
 - B. Installation and maintenance of MS Active Directory to facilitate security protocols.
 - C. Assist in installation and maintenance of systems to access internet safely and efficiently including strategies and systems to control internet access to authorized personnel only.
 - D. Assists in administration of District Antivirus software and other security devices.
4. Backup Systems:
- A. Assist in installation, maintenance, and testing of network backup system.
 - B. Assist in assuring systems are properly backed up to preserve file histories and restorability.
5. Communications Systems:
- A. Assist in installation, maintenance, and testing of VOIP telephone system.
 - B. Assist in assuring telephone systems are properly backed up to preserve file histories and restorability.
 - C. Assist in maintenance of internet service including working with ISP.
 - D. Assists employees with cellular telephone questions and troubleshoots and resolves issues.
6. Network Administration:
- A. Meets with computer committee to discuss computer system needs for management, information, and functional operations to determine scope and priorities of projects and to discuss system capacity and equipment acquisitions.
 - B. Assists in organizing and maintaining server desktop inter face including folder and file organization.
 - C. Assists in establishing directories, subdirectories, menus, and user access strategies.
 - D. Installs and maintains network boards, servers, interfaces, print servers, routers, firewalls, and etc.
 - E. Assists in installing and maintaining hardware, software, and related equipment and programming to support wireless network.
 - F. Assists in reviewing reports of computer and peripheral equipment production, malfunction, and maintenance to track costs and impact, and address problems.
 - G. Assists managing, maintaining, and improving District website.
 - H. Assists in monitoring and administering District access control and video monitoring software and hardware.
 - I. Assists in documenting standard operating procedures (SOP) and in documenting District Disaster Recovery (DR) plans and procedures.
 - J. Provides desktop support for end users.
7. Policy and Procedures:
- A. Assists in developing, maintaining, documenting, and testing District standard operating procedures (SOP) and disaster recovery (DR) plans.
 - B. Assists in developing, maintaining, and the implementation of District's Technology Plan.
 - C. Assists in developing, implementing, and monitoring management information systems policies and controls to ensure data accuracy, security, and legal and regulatory compliance.
8. Other Related Duties As Required and Assigned:

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Holds an associate's degree (Bachelor's preferred) in computer technology, instrumentation technology, electrical systems, or related field.

AND

B. Some documented and demonstrated experience in performing many of the essential functions of this position.

OR

C. An equivalent combination of education and experience.

2. Certifications (Preferred but not required):

A. CompTia A+.

B. ISA

3. Knowledge, Skills, and Abilities:

To perform the job successfully an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Design – Generates creative solutions; translates concepts and information into programs, reports, and images; uses feedback to modify designs; applies design principles; demonstrates attention to detail and documentation.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics. Ability to troubleshoot and repair/restore computer, network, hardware, software, and electronic communication systems.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal Skills – Focuses on solving conflict and problems, not blaming; maintains confidentiality. Ability to develop working relationships with supervisor and co-workers.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; responds well to questions; participates in meetings. Ability to communicate verbally effectively and professionally.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar. Ability to communicate effectively and professionally in writing.

Ethics – Works with integrity and strong ethics.

Mathematical Skills – Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against a standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Dresses appropriately for the job and working environment.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Safety and Security – Observes safety and security policies and procedures.

4. Special Qualifications:

Must possess a valid Utah State driver's license.

WORK ENVIRONMENT

Tasks require variety of physical activities, generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing, and seeing essential to the performance of the job. Common eye, hand, finger dexterity are essential. Mental application utilizes memory for details, verbal instructions, discriminating thinking, and problem solving. Strength of limbs and trunk sufficient to lift 50 lbs. Daily exposure to weather changes in climate and weather extremes. Exposure to electrical power sources, wiring, and cabling. Possible exposure to industrial wastes and air-borne odors and pathogens such as, hepatitis, typhoid, paratyphoid, dysentery, polio, tetanus, etc.