



Job Title:	IT Technician		
Department/Group:	Technical Services	FLSA Status:	Non-Exempt
Reports To:	Technical Services Manager	Position Type:	Full-time
FLSA:			
<p>Non-Exempt (employee is eligible for overtime/compensatory time in accordance with Federal Fair Labor Standards Act, State Minimum Wage Act).</p> <p>This full-time position is responsible for implementing, troubleshooting, supporting, configuring, maintaining, monitoring, and improving assigned IT systems. Perform routine system administration including managing accounts, permissions, backups, virtual private networks, networking, vulnerability resolution, and troubleshooting. Role will include end-user support, software troubleshooting, workstation management, patch management, server virtualization management, network administration, cellular, wireless and SCADA communications, IT security systems administration, mobile device management, database management, VoIP phone management, and data backup and recovery responsibilities.</p> <p>This position serves under the direction of the Technical Services Manager.</p>			
Essential Duties and Responsibilities:			
<p>The following statements reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the performance standards developed for this position and the District's standards.</p> <ul style="list-style-type: none"> • This is not a safety sensitive position. • Implement, configure, troubleshoot, maintain, support, and improve assigned systems including hardware, software, end user devices, servers, communications, and connectivity. • Respond to and remediate help desk requests, coordinating with other staff and third-party resources, escalating when necessary. • Install and configure workstations/laptops/mobile devices and peripherals for end users. • Orient new employees to IT Systems including phones, workstations, laptops, and applications. • Monitor server and firewall logs for system and security anomalies and remediate or escalate as necessary. • Maintain current versions of software and firm ware on IT systems. • Organize and maintain physical IT systems and peripherals. • Create and maintain documentation for IT system organization, configuration, and inventory. • Interface with vendors, providers, and integrators for small procurements, maintenance, and repairs. • Routinely review and respond to cyber security incidents from endpoint security and vulnerability management software. • Maintain absolute confidentiality of work-related issues, client records and District information; performs related duties as required or assigned. • Occasionally perform patching and maintenance outside of business hours. 			

- Follows adopted District IT Security Standards.

Work Schedule:

Typically, District office hours.

Travel:

Infrequent, offsite meetings, training, and conferences.

Qualifications:

Experience/Education:

- High School Diploma or GED with a minimum of two years of additional education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job.

Licensing Requirements:

- Possess and maintain a valid Washington State Driver's License with an acceptable driving record to the District.

Knowledge, Skills, and Abilities:

Knowledge of:

- Windows Server and Desktop Operating systems and Microsoft applications.
- Microsoft Active Directory/Microsoft Entra ID and associated technologies.
- Server Virtualization.
- Microsoft Office 365/Exchange Online Administration.
- Mobile devices and Mobile Device Management.
- Computer networking principles such as TCP/IP, DNS, VLANs, firewalls, routing, switching, etc.
- Anti-virus, Anti-malware, and intrusion prevention tools.
- Landline and wireless communication technologies.
- VoIP phone systems.
- Video surveillance systems and equipment.
- Security Compliance and best practices.
- SCADA systems, OT networks and telemetry.

Skills in:

- Analyzing problems, identifying solutions, and proposing action.
- Resolving software and hardware problems.
- Operating office equipment and tools such as phones, fax machine, copiers, computers, software, and databases.

- Communication, both written and oral, and interpersonal skills as applied to interact with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.
- Ability to complete assigned tasks.

Ability to:

- Aptitude for learning technical subjects.
- Solve technical problems involving integrated operating systems and hardware platforms.
- Establish and maintain cooperative working relationships with co-workers, vendors, and customers.
- Communicate effectively both verbally and in writing.
- Understand, read, speak, and write English.
- Adhere to District Policies and Procedures.

Work Environment:

Environment: Standard office setting; frequent interaction with District staff and the general public; exposure to moderate noise levels.

Physical Work: Incumbents require sufficient mobility to work in an office setting; walk, stand, or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; to stoop, kneel, or crouch; lifting and carrying up to 40 pounds; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Hearing: Hear in the normal audio range with or without correction.

Tobacco Free: The Silver Lake Water and Sewer District is a tobacco-free environment within District-owned facilities. The District’s policy is to hire only non-smokers, non-chewing tobacco users, and non-vapor users.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Reviewed By:		Date:	
Approved By:		Date:	