

PUBLIC UTILITY DISTRICT NO. 1 OF
GRAYS HARBOR COUNTY, WASHINGTON

POSITION TITLE: Information Systems Specialist
Information Systems Specialist positions may be posted for bid as Level I or Level II
Advancement to Level I will occur with appropriate training, experience and job performance; and upon recommendation of the Information Technology Manager.

PURPOSE OF POSITION: Manage Local Area Network (LAN) software and hardware. Ensure PC users are adequately trained. Ensure quality of software operation by providing PC applications support. Assist in PC software application installation, configuration and deployment.

REPORTS TO: Chief Information Officer
IT Supervisor

SUPERVISES: None

UNION AFFILIATION: I.B.E.W., "A" group

FLSA Non-Exempt

DUTIES AND RESPONSIBILITIES

A. LAN Administration

- Configure and manage all network servers, workstations, printers, and other peripheral equipment.
- Load PC operating system and server network software, including applications and system upgrades. Assure that users have appropriate information for operation.
- Create new user accounts on the network, including login scripts and passwords.
- Manage network security; determine and set user access for specific tasks.
- Install enterprise anti-virus software and maintain it.
- Maintain an efficient directory structure, creating new directories, user groups, menus, and print queues as needed.
- Perform routine maintenance of District servers and related hardware.
- Establish and perform regular file server backup and restore procedures.
- Keep and maintain a software inventory of all District software and hardware.
- Troubleshoot various network software and hardware problems and log them in the Task Tracker database
- Test and evaluate various hardware and software products and make appropriate recommendations.
- Establish and maintain a network reference library.
- Develop procedural manuals for network administration.
- Configure and manage District E-mail services.

B. Hardware and Software Maintenance and Troubleshooting

- Install and configure PC's, servers, printers and peripheral equipment to various District facilities, following approved standards.
- Troubleshoot various PC, Server, printer and peripheral equipment hardware and software related problems.
- Perform technical repairs on all PC and server related hardware, including peripheral equipment. For example, installing, removing, configuring, or troubleshooting PC boards, tape drives, hard drives, etc.
- Work with vendor technical support to resolve hardware and software problems in a timely manner.
- Report serious technical problems to appropriate personnel.
- Provide routine maintenance of PC hardware, floppy drives, printers, scanners, and other peripheral hardware, assuring that computer equipment is in good working order.

C. Technical Support

- Provide technical assistance for problems dealing with PC's, LAN, printers, interfaces to servers, and interface to LAN and WAN connectivity/communications.
- Provide PC applications' support to end-users.
- Evaluate and configure software applications for both routine and more complex uses. Provide assistance to those with special application needs.
- Assist in developing departmental systems and procedures.
- Assist Communications Technicians in network connectivity troubleshooting and application as it applies to PCs and Servers, in addition to other Communication Tech projects as needed.

D. Internet/Intranet Site Development and Maintenance

- May assist in the design, publishing, and updating of the District's *Intranet* including directory of employees and District-wide personnel policies.
- May assist in the design, publishing, and updating of the District's *Internet* site including configuration of software and server security policies.

E. Miscellaneous

- Maintain up-to-date knowledge of Information Technology and practices. Attend training sessions and user group meetings as needed.
- Participate in special projects as needed.
- May be required to assist in data entry.
- May install computer racks as needed.
- May do miscellaneous tasks such as building interface cables, as needed.
- May be required to work overtime.
- Perform other duties as assigned.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of current operating systems (ie Microsoft, Linux, Unix, etc)
- Knowledge of current network systems.
- Knowledge of current software and software standards.
- Knowledge of and experience with virtualization and distributed architecture technologies.
- Thorough knowledge of basic fundamentals of PC hardware
- Knowledge and understanding of personal computer software relating to spreadsheets, database applications and word-processing
- Demonstrated ability to problem-solve and work independently, with little or no supervision
- Demonstrated ability to complete assignments in a timely and accurate manner
- Demonstrated ability to communicate effectively orally and in writing with all levels of the organization
- Ability to observe all health and safety regulations
- Strong analytical and problem-solving skills
- Ability to instruct and train various levels of employees
- Finger dexterity sufficient to use small tools
- Flexible to change priorities
- Ability to react to emergency needs
- Ability to comprehend and apply vendor provided software
- Ability to maintain a high degree of confidentiality

EDUCATION AND EXPERIENCE

Must have completed a recognized course(s) in PC technology, including hardware and software installation and maintenance; plus, three (3) years progressive experience installing, maintaining and debugging Personal Computers, network hardware, peripheral equipment and software; or, equivalent education and experience of which a significant portion must be within the last three (3) years.

The educational requirement may be satisfied by a two (2) year microcomputer and/or networking technology program.

Experience with website design and administration

Successful applicants will be required to successfully complete and pass an aptitude test.

ADDITIONAL REQUIREMENT, LEVEL I

Certification as a Network Administrator

OTHER REQUIREMENTS

Must possess a valid Washington State Driver's license and qualify for the District's auto liability insurance. Must participate in District provided Defensive Driver Training programs.

Must possess a valid First Aid/CPR card.

WORKING CONDITIONS

Work is performed primarily in an office setting, often with extended periods of sitting. This position requires travel to satellite locations. Occasional travel to locations outside of the service area may be necessary.

PHYSICAL ACTIVITIES

Hand-eye coordination is necessary to operate computers. Bending, reaching, crawling and kneeling may be involved in PC installation.

Incumbent frequently communicates with employees, vendors and software support personnel in person, via phone, text message or e-mail.

Individual occasionally lifts and carries computer equipment and supplies weighing up to 80 pounds (non-essential).