

TAHOE-TRUCKEE SANITATION AGENCY

Class Specification

Job Title: Information Technology Specialist

Department: Maintenance

FLSA Status: NON EXEMPT

Revised as of: **10/2023**

DEFINITION

Performs a variety of professional and technical duties related to the maintenance of information technology components of the operations of the Agency, including Supervisory Control and Data Acquisition (SCADA) operations, conventional desktops and networking.

DISTINGUISHING CHARACTERISTICS

Employees within this journey-level class perform the full range of duties as assigned including maintaining various information technology components such as SCADA, HMI and desktop systems. Employees at this level receive minimal instruction or assistance, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to, and receives general supervision from the Information Technology Supervisor.

EXAMPLES OF DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Performs technical and professional duties related to the development and maintenance of Agency computer systems including servers, computers, phones, printers, security cameras, uninterruptible power supplies and networking equipment.
- Develops and maintains custom software and hardware for use by Agency departments.
- Monitors and performs computer equipment repairs; plans and implements upgrades and creates redundancy and backups.
- Provides desktop support for Agency computers, hardware and software; provides training and technical support to Agency staff.
- Collaborates with Operations staff as it relates to the design, monitoring and training of SCADA and automation hardware and software.
- Develops technical documentation; assembles a variety of reports; maintains daily and weekly logs and records.
- Designs, modifies, reads and interprets maps, schematics, plans, blueprints and specifications.
- Provides input to the Agency's information technology strategy.
- Designs, implements and maintains systems architecture across multiple platforms; and coordinates for the design, modification, upgrade and implementation of infrastructure design.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

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- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of Windows and Linux-based Systems Management.
- Principles of network communication through hardware and software.
- Physical and virtual architecture of networks and computer systems.
- Various programming languages including scripting languages (Javascript, Python), dynamic and statically compiled languages (JAVA, C++) and automation configuration software (Ladder Logic and assembly).
- Best practices as they relate to network and systems security, web development, data storage, replication, retention and governance.
- PLC and SCADA control strategies.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, typewriters, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of customer service.

Ability to:

- Install, maintain and troubleshoot a variety of information technology components including networks, hardware, software, PLC's and SCADA systems.
- On an ongoing basis, know and understand all requirements and essential aspects of the job including laws, regulations, rules and codes related to area of assignment; intermittently access, review, and adjust and enter data on documents, reports and files; design specifications and schematics; analyze, interpret and recommend changes to technology work plans; manage technology projects; interpret analytical results and technical and numerical information; explain processes to others; observe equipment and conditions and problem solve issues related to area of assignment; remember various processes and requirements; interpret and communicate information.
- Read and interpret maps, schematics and electrical drawings.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.

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- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience in the development and maintenance of computer systems, SCADA and automation.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is desired.

Ability to obtain a confined space certificate within six months of appointment.

PHYSICAL REQUIREMENTS

Work effectively for long periods of time at a desk, table, counter; intermittently move, traverse and position self while performing work activities; ascend and descend stairs, ladders or step stools to inspect or reach equipment or other items and to access areas out of normal reach; manipulate, operate, activate and adjust equipment and tools; position self to adjust office and field equipment or to access low or high items; discern hazard warning signs, and discern and respond to announcements and alarms, move or transport weight of 25 pounds or less.

WORKING/ENVIRONMENTAL CONDITIONS

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. In addition, this position is exposed to all weather conditions while conducting field work.