



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## SENIOR INFORMATION TECHNOLOGY COMMUNICATION TECHNICIAN

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 50 <b>Job #:</b> XA30A
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### JOB SUMMARY

This is the advanced journey level position performing Senior Information Technology Communication Technician job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level are recognized as technical specialist using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies. Decisions regarding what needs to be done includes interpreting data, planning of the work, or refining the methods and techniques to be used. The work involves formulating projects; assessing service effectiveness; or analyzing variety of unusual conditions, problems, or questions. The work product or service may affect activities or other operations. Coordinates with other information technology disciplines.

### OVERSIGHT

**Supervision Received:** The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

**Supervision Given:** Acts as a lead. Coordinates and reviews work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

### JOB DUTIES

1. Leads and develops technical and operational support materials; tracks and monitors the value and condition of Information Technology and communication hardware and software.
2. Leads, performs, and documents configurations and changes to communication systems and networks including all hardware and software components.
3. Leads and performs communication network capacity planning; analyzes performance measurement data, evaluates impact of new applications or services on capacity, and develops a capacity plan for network services.
4. Leads and performs communication infrastructure support within area of responsibility which includes: radio, telephony/PBX, VOIP, Microwave, and wireless technologies.

5. Leads and develops maintenance procedures and operational policies, communications protocols, and emergency response planning efforts within area of responsibility.
6. Acts as liaison with vendors, contractors and agencies to coordinate work at MWD facilities and performs quality assurance, quality control, and final inspections.
7. Leads and develops contingencies and strategies for minimizing network communication interruptions.
8. Researches, evaluates, plans, and designs the integration of new technologies and deploys pilot projects of new technologies in area of responsibility.
9. Leads in the research and design of disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
10. Leads and performs PBX and VOIP communication infrastructure support.
11. Acts as project manager; plans, coordinates, and conducts projects within area of responsibility, including monitoring scope, quality, budget, and schedule.
12. Performs other related Information Technology Communication Technician job duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** High school diploma or general education development test (GED), six years of relevant experience, and completion of 60 semester units from an accredited college, university, vocational or military school.

**Required Knowledge of:** Principles, practices, and procedures of Information Technology and communications systems; principles, practices, and procedures of network capacity planning, research and development, and integration of new communication systems; operational characteristics of communication systems; applicable Federal Communications Commission (FCC) rules and regulations; word processing and spreadsheets; project management; and current office technology and equipment.

**Required Skills and Abilities to:** Provide support for communication systems; track and monitor communication hardware and software; perform configuration changes to communication systems; perform network capacity; assist in research and development for communication systems; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; lead and train; use independent judgment and exercise discretion; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; lead and train; and operate current office equipment including computers and supporting applications.

### **CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS**

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

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MWD

*Metropolitan Water District of Southern California*

**Certificates**

- None

**Licenses**

- Valid California Class C Driver License that allows you to drive in the course of your employment

**Registrations**

- None

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

**Physical Demands:** The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, and crouching or crawling in restricted areas.

**Work Environment:** The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress that require a range of safety and other precautions, e.g., irritant chemicals, electrically energized equipment including high voltage systems, working at great heights under extreme outdoor weather conditions, or similar situations where conditions cannot be controlled.

**Vision Requirements:** No special vision requirements.

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