



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY COMMUNICATION TECHNICIAN I

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 38 <b>Job #:</b> XA27A
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### JOB SUMMARY

This is the entry level position performing Information Technology Communication Technician I job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level learn to apply basic skills in procedures, operations, techniques, tools, materials and equipment appropriate to area of specialization; work assignments are routine in nature, requiring limited judgment and decision making. Specific guidelines covering the assignment are provided; work is in adherence to the guidelines. The work consists of tasks that are clear-cut and directly related. Coordinates with other information technology disciplines.

### OVERSIGHT

**Supervision Received:** For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

**Supervision Given:** None

### JOB DUTIES

1. Learns and assists with developing technical and operational support materials; tracks and monitors the value and condition of Information Technology and communication hardware and software.
2. Learns and assists with performing and documenting configurations and changes to communication systems and networks including all hardware and software components.
3. Learns and assists to collect data and monitor applications.
4. Assists with communication infrastructure support within area of responsibility which includes radio, telephony/PBX, VOIP, Microwave, and wireless technologies.
5. Researches disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
6. May participate on a project team.
7. 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) and completion of 40 semester units from an accredited college, university, vocational or military school.

**Required Knowledge of:** Principles, practices, and procedures of Information Technology and communications systems; operational characteristics of communication systems; applicable Federal Communications Commission (FCC) rules and regulations; word processing and spreadsheets; and current office technology and equipment.

**Required Skills and Abilities to:** Assist in providing support for communication systems; track and monitor communication hardware and software; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; 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; 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:

#### **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.

Job Title: Information Technology Communication Technician I

Job Code: XA27A

Adopted: 03/11/13

Revised: 09/10/17

Supercedes:

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