



Information Technology Specialist

Job Title: Information Technology Specialist
Department: Administration
Reports To: Information Technology Manager
FLSA Status: Exempt-\$40,223.61 yearly
Full-Time Position and Full Benefits

Summary

The Information Technology Specialist installs, modifies, and makes minor repairs to personal computer hardware and software systems, and provides technical advice and support to system users.

Essential Functions

1. Identifies and procures the hardware and software needed to satisfy user and system requirements.
2. Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives on users' computer.
3. Track all service requests via the ticketing system.
4. Loads appropriate software packages such as operating systems, enterprise software, office applications, and drivers.
5. Assists in customizing and adapting existing programs to meet users' requirements.
6. Provides front-line technical support by phone, e-mail, in-person and remote support to end-users.
7. Provides updates, status, and completion information to Information Technology Manager and/or users via phone, e-mail, and in-person communication.
8. Maintain LAN/WAN services and connectivity.
9. Maintain data centers, wiring closets, cabling, fiber optic wire, servers, consoles, wireless access points/P2P/P2MP, switches, firewalls, and routers throughout the district.
10. Maintain and update the LMWD web page as needed.
11. Attends all board meetings and is responsible for recording, editing, and posting of board meeting video and audio.
12. Submits a monthly report of tickets and projects to the Information Technology Manager.
13. Works a flexible schedule allowing server and network maintenance during off-peak hours (late evening and weekend work as necessary)
14. Subject to after-hours on-call duties and responds to emergencies as needed.
15. Sends water outage notifications via Constant Contact and WaterSmart.
16. Provide training to end users when needed.
17. Performs other duties as assigned.

Duties, responsibilities, and activities may change at any time with or without notice.

Supervision Controls

- IT receives assignments and instructions from the Information Technology Manager.
- Initiates routine activities with minimal supervisory direction.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Competencies

1. Technical Capacity.
2. Thoroughness.
3. Time Management.
4. Communication Proficiency.
5. Customer/Client Focus.
6. Results Driven.
7. Business Acumen.
8. Strong organizational skills
9. Ability to prioritize projects and tasks
10. Ability to work independently and in a team environment

Education and/or Experience

Associate's degree in Computer Science, Computer Information Systems, Network Security, or a related field is preferred.

Commensurate combinations of education and experience may be considered instead of a degree with a minimum of (2) years of experience in technology services.

Certificates, Licenses, Registrations

- Must obtain CompTIA Security + certification within 6 months of employment.
- Must obtain a Federal Aviation Administration (FAA) Remote Pilot Certificate within 1 year of employment.
- A valid Texas driver's license is required.

Other Requirements

Must work with the highest degree of ethics and confidentiality.

Special Requirements

The Laguna Madre Water District requires that all employees possess or have the aptitude, desire, and ability to be professional, courteous, and competent in all their interactions with the public, customers, and fellow employees.

Physical Requirements and Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to lift up to 50 pounds. Subject to sitting, handling, fine dexterity, and talking constantly; standing, waking bending and foot controls occasional; lifting carrying, pushing/pulling reaching, kneeling, crouching twisting, climbing, working from heights. Specific vision abilities required by this job include close vision, distance vision, and color vision.

Working conditions involve a climate-controlled office environment, computer room is kept at 70 degrees or less and may be drafty. Generators, alarms, and staff talking on phones (noises are intermittent and constant).

Laguna Madre Water District is an equal employment opportunity employer