



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY COMMUNICATION TECHNICIAN II

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 43 <b>Job #:</b> XA28A
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### JOB SUMMARY

This is the intermediate level position performing Information Technology Communication Technician II job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level apply basic skills while developing specialized skills in procedures, operations, techniques, tools, materials and equipment appropriate to area of specialization. Established procedures for doing the work and guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The work involves the execution of rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope. Coordinates with other information technology disciplines.

### OVERSIGHT

**Supervision Received:** The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

**Supervision Given:** None

### JOB DUTIES

1. Assists with developing technical and operational support materials; tracks and monitors the value and condition of Information Technology and communication hardware and software.
2. Assists with performing and documenting configurations and changes to communication systems and networks including all hardware and software components.
3. Assists with communication network capacity planning, collecting data, and monitoring applications.
4. Assists with communication infrastructure support within area of responsibility which includes radio, telephony/PBX, VOIP, Microwave, and wireless technologies.

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5. Provides vendors, contractors and agencies on-site access and inspects work performed.
6. Assists with the development and deployment of disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
7. May participate on a project team.
8. 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), two years of relevant experience, 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; principles, practices, and procedures of network capacity planning; 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 communication systems; learns and assists in tracking and monitoring 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.

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**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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