Information Technology Specialist
Job Description
Southwest Water Authority

Scope of Work

The individual in this position will do work activities associated with administering the information technology and telecommunications systems of the Southwest Water Authority (SWA). The SWA is a political subdivision led by a 15-member Board of Directors. The SWA is responsible for management, operations, and maintenance of the Southwest Pipeline Project (SWPP). The SWPP is a regional water delivery system serving municipal, rural, and industrial water user entities in southwest North Dakota.

Essential Functions

1. Develops implementation plans and technical support to ensure smooth program implementation.
2. Troubleshoots employee computer and application problems; performs repairs as needed, provides feedback and recommends and implements solutions, upgrades and training.
3. Provides database application support. Maintains documentation regarding processes, problems, solutions, licenses and equipment inventories.
4. Converts data for new applications and refines current computer programs to meet SWA needs.
5. Plans and prepares integration of new and upgraded technology. Installs, updates, maintains, configures, tests and secures computer hardware, software, peripherals and communication equipment.
6. Participates in web-based project development, applications and procedures.
7. Manages and administers organization’s intranet and website.
8. Assists with identifying training needs including writing procedural manuals and providing and arranging training in applications.
9. Creates and refines computer reports for users.
10. Completes system upgrades for both software and hardware and orders new equipment and supplies.
11. Performs network administration activities to include: performing back-ups, restoring files, adding or deleting users; checking space requirements; screening user activity; applying and monitoring security patches for all operating systems and server applications; installing and configuring network systems and workstation systems; and configuring router and firewall firmware and software.
12. Administers telecommunication systems and contracts.
13. Administers and maintains the organization's email systems.
14. Oversees computer-related work done by consultants. Coordinates in-house and outsourced resources during IT projects. Contacts and coordinates with vendors for solutions to hardware and software issues.
15. Monitors computer and network performance; interprets information from network diagnostic tools.
17. Provides input for budgeting and expenditures.
18. Provides direction and instruction to computer users and less experienced personnel.
19. Performs such other activities as might be required or requested.

Knowledge, Skills, and Abilities

1. Knowledge of computer hardware, software and related peripherals for Windows-based systems;
2. Knowledge of computer operating systems for Windows-based systems;
3. Knowledge of Local Area Network and Wide Area Network (LAN/WAN) hardware and software systems;
4. Knowledge of computer software programs such as Microsoft Office Suite and Windows-based operating systems;
5. Knowledge of relational database management systems such as Paradox and SQL Server;
6. Knowledge of network protocols and troubleshooting;
7. Knowledge of appropriate security measures to protect SWA’s computer network from unauthorized access;
8. Knowledge of backup procedures and methodology;
10. Ability to effectively utilize project management skills in performing the tasks of the position.
11. Ability to resolve problems;
12. Ability to troubleshoot hardware and software problems;
13. Ability to train users on how to use hardware and software;
14. Knowledge of routers and networking devices;
15. Ability to set up, install and configure hardware and software applications;
16. Skilled at utilizing all available resources to research and implement new technologies;
17. Skilled at using communication techniques and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
18. Ability to research, interpret, explain, and correctly apply SWA policies, rules, regulations, and procedures.
19. Ability to work independently and efficiently.
20. Ability to adjust work schedule to necessary duties.
21. Ability to handle confidential matters.

Typical Physical/Mental/Environmental Demands

1. Requires extended periods of time sitting at a desk working with a keyboard and computer, computer printouts, doing computations, occasionally lifting up to fifty pounds.
2. Requires finger dexterity, hearing, vision, and the ability to perform close work.
3. On a daily basis, requires the ability to read, write, compile and analyze data and reports.
4. On a daily basis, requires the ability to work courteously and firmly with others.
Supervision

1. The Information Technology Specialist is under the general supervision of the CFO/Office Administrator. In the absence of, or at the direction of the CFO/Office Administrator, the Information Technology Specialist reports to the Operations Specialist for work assignments. The Information Technology Specialist is responsible for carrying out day-to-day duties independently and only consults supervisor on unusually complex problems or precedent setting actions.

2. Completed work is reviewed only from an overall standpoint as to feasibility, compatibility with other work and effectiveness in meeting deadlines, requirements, or expected results.

Guidelines

Guidelines consist of hardware, software and applications manuals, established SWA procedures, rules and regulations. The Information Technology Specialist exercises judgment and ingenuity in interpreting and applying the guidelines in the various work situations. In situations where guidelines do not apply, the Information Technology Specialist will refer questions to the supervisor for assistance.

Complexity

Work consists of duties that involve various related steps, processes, or methods. Actions to be taken, or responses to be made, differ depending upon the situation involved. Assignments and tasks are usually standardized.

Personal Contacts

Contacts are with co-workers within SWA, customers, the public, the Board of Directors, employees of other federal, state, and local agencies, suppliers, and other business interests.

Purpose of Contacts

The purpose of the contacts is to obtain, clarify, give facts, or exchange information directly related to the SWA. Contacts with customers and the public often require exceptional tact and judgment. To ensure compliance with legal and regulatory requirements, the Information Technology Specialist must frequently coordinate and effectively deal with supervisors, co-workers and others.

Education and Experience

Bachelor’s Degree in Computer Information Systems or related field and at least four years’ experience working in computer-related positions or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
## Knowledge of Equipment

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<tr>
<th>Computers</th>
<th>Vehicles</th>
<th>Telephone</th>
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<tr>
<td>Calculator</td>
<td>Photocopier</td>
<td>Servers</td>
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<tr>
<td>Tablets</td>
<td>Networking Hardware</td>
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## Nonessential Functions

2. Knowledge of and experience with Microsoft Dynamics.

## Location

This position is headquartered in Dickinson, but may require travel throughout the 12 counties included in the distribution system. Employee may be required to travel outside the 12 counties to attend meetings and training sessions necessary for the position.

## Salary

This is a full time, exempt position with a standard benefit package.

The statements herein are intended to describe the general nature and level of work being performed by the person assigned to this position. The statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as classified.