

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2020

POSITION TITLE: **STUDEN INTERN – HELPDESK
– INFORMATION TECHNOLOGY (IT)**

GRADE LEVEL: AA

SUPERVISOR TITLE: Datacenter Operations Supervisor

FLSA STATUS: [] Exempt [X] Non-Exempt

DEFINITION












Under immediate supervision, this position will perform routine helpdesk type duties on technology systems and user level equipment consisting of a variety of operating systems and on various hardware platforms

CLASS CHARACTERISTICS

Helpdesk

This is a temporary entry-level position for a college student intern to work no more than 900 hours per fiscal year, or no more than 29 hours in a seven-day period. Positions assigned to this level perform limited and 'routine' type support of end user systems and equipment. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Troubleshoot end user printer issues
-  Troubleshoot and assist in resolving end user application issues
-  Relocate end user computers and peripheral devices
-  Assist in troubleshooting desktop VoIP phone issues
-  Assist in maintenance and administration of intranet system
-  Assist in video management server maintenance and troubleshooting
-  Assist in print server maintenance issues
-  Assist in IT asset management tracking system maintenance
-  Assist in troubleshooting, maintenance and administration of Audio/Visual systems
-  Assist in wireless device connection issues with staff and Board devices
-  Respond to service and trouble calls from users in a courteous and efficient manner

- ✎ Handle system and end user problem resolution professionally and within District SLA's
- ✎ Repair PC hardware, peripheral and communication devices
- ✎ Assist in deploying new and replacement upgrades for user desktop hardware and software
- ✎ Clean and maintain Datacenters, Wiring and Network areas and IT based assets
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ All currently supported Microsoft desktop operating system products
- ✎ Currently supported Microsoft office suites and applications
- ✎ Dell and HP desktop, notebook and server products
- ✎ Various notebook and tablet hardware products
- ✎ Apple and Android based wireless devices
- ✎ Proper work safety standards

Ability to:

- ✎ Troubleshoot and repair PC hardware
- ✎ Respond to end-user clients in a courteous, efficient and professional manner
- ✎ Troubleshoot and networked printers and other hardware
- ✎ Understand and carry out verbal and written directions
- ✎ Troubleshoot peripherals including HP, Xerox, Cannon, Ricoh, and Epson printers
- ✎ Participate in multiple projects simultaneously
- ✎ Use current technology such as intranet, internet and WAN for researching, firmware downloads, data transfers, user group postings and feedback, and more
- ✎ Prototype and test systems prior to use in a production environment
- ✎ Comply with the District's safety, health and environmental policies
- ✎ Must possess the ability to read and write at a level required of assigned duties

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Six (6) to twelve (12) months of verifiable experience with basic technology and systems troubleshooting and repair

Education/Training: Full-time or part-time student at an accredited college, studying in the areas of information technology, computer science, cybersecurity, or related field

Licenses/Certificates:

- ✎ California class C driver's license, required
- ✎ Microsoft MCP, preferred

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicate verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
- ✎ Regularly use a telephone for communication
- ✎ Uses office equipment such as a PC, copier and fax machines
- ✎ Sit for extended time periods
- ✎ Hearing and vision within normal ranges
- ✎ Heavy lifting (up to 50 lbs.) and ability to stand, walk, kneel, crouch, stoop, squat, twist, and climb
- ✎ Exposure to confined working space and potential electrical hazards

OTHER REQUIREMENTS

- ✎ May be required to work nights, weekends, holidays as necessary

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| _____ | _____ |
| Employee Signature | Date |
| _____ | _____ |
| Supervisor/Manager Signature | Date |