



IS SUPPORT TECHNICIAN (\$4,028-\$5,720/month DOE)

Public Utility District No. 1 of Cowlitz County (better known as Cowlitz PUD) is a publicly owned municipal corporation of the State of Washington. The purpose of this municipal corporate organization is for efficient generation, transmission and distribution of electrical energy. The PUD is owned by the residents of Cowlitz County and operates on revenues from the sales of its services. The PUD has limited statutory authority to levy taxes.

Reporting to the Network Services Manager, the IS Support Technician will be responsible for providing the following:

- Provides PC, printer, multi-function equipment, and help desk support to all District facilities.
- Performs system hardware and communication connection repairs and basic diagnostic testing.
- Requires comprehensive knowledge of PC hardware and software installation, repair, testing and troubleshooting.
- Ability to interact positively with a multitude of internal customers and departments.
- Coordinate projects and support needs with outside resources including technical teams and vendors.
- Maintain inventory of all Information Service Department assets including software licenses, hardware components, and mobile devices.

An AA in Computer Information Systems or equivalent preferred. A+, MCP or equivalent certification desirable. Two (2) to five (5) years of PC Desktop and software support experience desirable.

Cowlitz PUD is an Equal Opportunity Employer, and all qualified candidates are encouraged to apply. This recruitment will remain open until Friday, February 10, 2012. To apply for this position you must complete the District's application and provide a cover letter and resume. ***Incomplete application packets will not be considered.***

Please submit to:

Cowlitz PUD
Attn: HR
PO Box 3007
Longview, WA 98632

OR

Scan and email to:

jobs@cowlitzpud.org

COWLITZ COUNTY PUD NO. 1
STAFF JOB SPECIFICATION

PREPARED: December 2011

POSITION: IS Support Technician
Grade II – Non-Exempt

POSITION PURPOSE:

- Provides PC, printer, multi-function equipment, and help desk support to all District facilities.
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REPORTS TO: Network Services Manager

DUTIES:

Essential Functions:

- Installs and configures PCs, multi-function equipment, and printers in District facilities, troubleshoots problems and performs repairs as required.
- Maintains up-to-date inventory list of personal computing hardware, software, and support documentation.
- Analyze and make recommendations for PUD hardware and software standards. Research new information technologies to assist in developing strategies for future electronic services.
- Load PC software, including applications and system upgrades.
- Ensure trouble tickets are being responded to in accordance with service levels set by management.
- Work with supervisor and directors in understanding the District's business processes and priorities.
- Work with internal technical staff and third party vendors in support of project requirements.
- Document technical, user, and administrative processes.
- Manage ongoing change requests and end user support tasks to ensure the District's requirements are being met.
- Provide status reports and communicate progress.
- Ability to be punctual and regular in attendance.
- Other duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to or knowledge of maintaining inventory of all Information Service Department assets including software licenses, hardware components, mobile devices, and supportive information.

- Extensive experience with desktop hardware, software applications, operating systems and network connectivity.
- Strong customer service skills and proactive approach to anticipating, researching, and resolving support issues.
- Effective problem-solving, interpersonal, and communication skills required.
- Ability to work independently and as a team member.
- Working technical knowledge of current network protocols and standards.
- Ability to evaluate and interpret end user information requirements.
- Ability to learn and support new applications and systems.
- Must be able to work independently with minimum supervision.
- Must possess a working knowledge of Microsoft Windows, Office, and PC hardware.

PHYSICAL ACTIVITIES:

- Work entails regular entering/exiting of vehicle, in all driving conditions.
- Must be able to work for moderate periods of time in a seated position.
- Job will require some walking, stooping, bending and extensive hand, wrist and finger movements using computers.
- Must have hand-eye coordination sufficient to perform efficient keyboarding and operation of a mouse to perform a multitude of functions at a PC, laptop, etc.
- Must have color vision and night vision.
- Must hear and be heard in spoken conversation with background noise.
- Must have adequate eyesight for computer usage and viewing. Limited lifting to 40 lbs.

WORKING CONDITIONS:

- Working conditions are normal for an office environment.
- Job requires extensive work using a computer.
- Responsibilities may require evening and weekend work in response to needs of the systems being supported.

EXPERIENCE AND TRAINING:

AA in Computer Information Systems or equivalent preferred. A+, MCP or equivalent certification desirable. Two (2) to five (5) years of PC Desktop and software support experience desirable.

OTHER REQUIREMENTS:

- Demonstrate ability to be punctual and regular in attendance.
- Must be neat in appearance.
- Must be able to pass District physical examination.
- Must have a valid Driver's License and be able to drive safely in all road/weather conditions.
- Must qualify for District's auto liability insurance.
- Must have operating telephone at residence to assure accessibility for emergency call out.