



Hi-Desert Water District Classification Specification

Job Title: Administrative and Technology Analyst

Job Grade: 11

FLSA Status: Non-Exempt

Date: November 2018

JOB SUMMARY

Under the direction and supervision of the Communications and Legislative Officer, the Administrative and Technology Analyst performs a variety of complex, project-based activities including organizing and executing the various tasks involved in completing an assigned project; performing research and analysis; preparing reports, exhibits and presentations; and assisting co-workers in performing special projects or tasks. Performs a variety of technical information technology duties including hardware and software maintenance, user support, and training functions associated with the District's computers and network operations; sets-up, configures and provides technical assistance in support of information systems.

SUPERVISION RECEIVED / EXERCISED

Receives general direction from the General Manager and Communication and Legislative Officer. May exercise general and direct supervision over assigned staff.

ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Coordinates, organizes and/or manages assigned projects with close attention to detail, schedules, tasks, milestones, deadlines, and budget.
- Works to ensure that assigned project(s) are completed on time and within budget.
- Meets with team members, consultants, customers, and others as needed to define, delegate, review, and monitor project tasks.
- Monitors project status and budget, and reports on status to management when requested.

- Conducts research and analysis utilizing fundamental research/analytic principles, calculations, and resources; may direct and/or assist other team members in conducting research/analysis. Develops reports detailing information researched.
- Troubleshoots; identifies and analyzes issues, recommends alternative solutions if needed, and implements approved recommendations.
- Prepares clear and concise reports and presentations.
- Creates detailed manuals and/or users guides as necessary.
- Prepares, or assists in preparing, appropriate financial and/or legal documentation for successful project completion.
- Monitors internet and social media sites to identify current trends/laws/regulations/best practices related to District projects.
- Attends public meetings.
- Acts as a liaison between the Communications and Legislative Officer and the public.
- Counsels with individuals or organizations outside of the district regarding specific projects.
- Maintains/troubleshoots the District's boardroom audio-visual system.
- Receives and responds to inquiries and requests for technical assistance from end users on computer software and hardware, printers, telephone equipment and accessories, other peripheral equipment, smart phones, tablets, wireless connections and remote access; troubleshoots, diagnoses and resolves first-tier hardware, software and network connectivity problems; refers more complex problems to outside computer consulting firm for resolution.
- Installs, configures and upgrades hardware and standard software in accordance with established end user profiles; establishes and configures network connectivity for hardware and devices including network printers, and tablets; configures telephone system features including voice mail.
- Conducts training sessions with desktop users; provides information on system and application functions; assists in restoring or recovering files or corrupted data.
- Coordinate computer warranty issues and repairs with third party vendors and maintains accurate records of requests.
- Coordinates the analysis and selection of new technology required for expanding computing needs of the District. Research and specify desktop computer hardware and software for new purchases.
- Maintains inventory of computer hardware, software, accessories, and spare parts.
- Prepares District Information Technology budget.
- Rates the cost and qualifications of contractors and make recommendations for engagement.
- Creates, manipulates, and updates databases, queries, forms, and reports as needed.
- Develops workflow process for completion of various tasks and/or to improve existing workflow.

- Sets up, directs, records, edits and manages photographic images and/or videos as required, either directly or by a consultant.
- Assists in proper preparation and execution of project-related legal agreements.
- Tracks, monitors, and documents information related to District operations as directed.
- Uses current social media platforms to enhance project effectiveness.
- Performs additional duties as assigned.

JOB SPECIFICATIONS

Knowledge

- Knowledge of project management software
- Knowledge of software programs including, but not limited to, MySQL, PHP, Dreamweaver, Web 3.0, Web optimization tools, WordPress, GIS, Windows and Apple operating systems, etc.
- Knowledge of Constant Contact and other mass marketing tools
- Thorough knowledge of the installation, configuration, and maintenance of desktop computers and software
- Ability to express technical concepts effectively verbally and in writing to HDWD employees, consultants and vendors
- Principles and procedures of record keeping
- Fundamental principles and practices of project management
- Appropriate safety precautions, procedures, practices and regulations

Skills and Abilities

- Ability to complete tasks using sophisticated and advanced software and hardware configurations
- Expert degree of proficiency in MS Office software including Access, Outlook, Excel, Word, and PowerPoint.
- Knowledge of current social media platforms
- Interpret and follow District codes, policies, and standards
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Service Orientation – Actively looking for ways to help people.
- Excellent time management and organizational skills – must be detail-oriented and thorough.
- Maintain complete and accurate records and documentation
- Understand and carry out oral and written instructions
- Establish and maintain cooperative working relationships with all levels of co-workers, customers,

Board Members, and vendors

- 10-key calculator

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt and hazardous materials.
- Work at a desk for extended periods of time. Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight such as large binders, books, and small office equipment up to 15 pounds; hearing and vision within normal ranges with or without correction.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-on-one and group settings; regularly use a telephone and two-way radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment. Use office equipment such as computer and keyboard, copiers, and fax machines; look at computer monitor for extended time periods.
- Travel by vehicle while conducting District business.

Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed government officials, media representatives, business and community leaders, employees, financial institutions, consultants, vendors, the public and others encountered in the course of work.

QUALIFICATIONS

Education and/or Previous Work Experience

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- Bachelor's degree in computer science, information systems, or related field preferred.
- Three (3) years of work experience operating personal computer operating systems, word processing and spreadsheet software; database application design and development; installing and maintaining personal computer hardware and software.
- Three (3) years of highly responsible administrative experience including project management.

License / Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.

Other requirements:

Completion of and satisfactory results of pre-employment drug test, physical examination indicating fitness for duty, DMV record review, and background investigation.

