



# PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

## BOARD OF DIRECTORS

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November 8, 2023

**AGENDA FOR A MEETING  
OF THE PERSONNEL COMMITTEE  
OF THE PALMDALE WATER DISTRICT  
TO BE HELD AT 2029 EAST AVENUE Q, PALMDAL**  
**Committee Members: Kathy Mac Laren-Gomez-Chair, Scott Kellerman**

**WEDNESDAY, NOVEMBER 15, 2023**

**9:00 a.m.**

DENNIS D. LaMOREAUX  
General Manager

ALESHIRE & WYNDER LLP  
Attorneys

**NOTE:** To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Danielle Henry at 661-947-4111 x1059 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale or on the District's website at <https://www.palmdalewater.org/governance/committee-activity/2023-committee-agendas-and-minutes/> (Government Code Section 54957.5). Please call Danielle Henry at 661-947-4111 x1059 for public review of materials.

**PUBLIC COMMENT GUIDELINES:** The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to conduct its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll call.
- 2) Adoption of agenda.
- 3) Public comments for non-agenda items.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and Possible Action on Approval of Minutes of Meeting Held August 22, 2023.
- 4.2) Consideration on a Recommendation to Convert Engineering Technician Position to an Engineer Position. (\$56,000.00 – Budgeted – Human Resources Director Garcia)
- 4.3) Consideration on a Recommendation to Convert Part-Time IT Technician Position to a Full-Time IT Help Desk Assistant Position. (\$79,952.25 – Non-Budgeted – Human Resources Director Garcia)
- 5) Reports.
  - 5.1) Human Resources Director Garcia:
    - a) Update on Employee Events.
    - b) Employee Engagement Survey.
    - c) Other.
- 6) Board Members' Requests for Future Agenda Items.
- 7) Date of Next Committee Meeting.
- 8) Adjournment.



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DENNIS D. LaMOREAUX,  
General Manager

DDL/dh



# COMMITTEE MEMORANDUM

**DATE:** November 15, 2023  
**TO:** PERSONNEL COMMITTEE  
**FROM:** Mrs. Angelica Garcia, Human Resources Director  
**VIA:** Mr. Dennis D. LaMoreaux, General Manager  
**RE:** ***CONSIDERATION ON A RECOMMENDATION TO CONVERT ENGINEERING TECHNICIAN POSITION TO AN ENGINEER POSITION. (\$56,000.00 – BUDGETED – HUMAN RESOURCES DIRECTOR GARCIA)***

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## **Recommendation:**

Staff recommends that the Committee recommend that the full Board approves the conversion of one of the Engineering Tech positions to an Engineer Position and that this item be presented to the Board for consideration at the December 11, 2023 Regular Board Meeting.

## **Alternative Options:**

The Personnel Committee can choose to not approve the change and leave the Engineering Tech position as is. The open position would be recruited as an Engineering Technician role.

## **Impact of Taking No Action:**

The Engineering Department's organizational structure would not sufficiently support the needs of the department.

## **Background:**

The Engineering Department currently has two Engineers and three Engineering Technicians. The Department's needs have shifted due to the workload and type of duties that are involved. This shift in workload and type of duties has created the need for more engineers in the Department. The requested recommendation would accommodate this need by decreasing the number of Engineering Technicians to two and increasing the number of Engineers to three. The position would be opened as a Junior, Assistant, and Associate level.

## **Strategic Plan Initiative/Mission Statement:**

This item is under Strategic Initiative No. 2- Organizational Excellence.

## **Budget:**

This would be a budgeted increase of \$56,000.00 due to an increase in salary from salary range 25 for Engineering Technician to salary range 35 for an Associate Level Engineer.

## **Supporting Documents:**

- Redline recommended organizational chart
- Redline job descriptions: Assistant Engineer, Associate Engineer, and Junior Engineer
- Updated job descriptions: Assistant Engineer, Associate Engineer, and Junior Engineer



### LEGEND

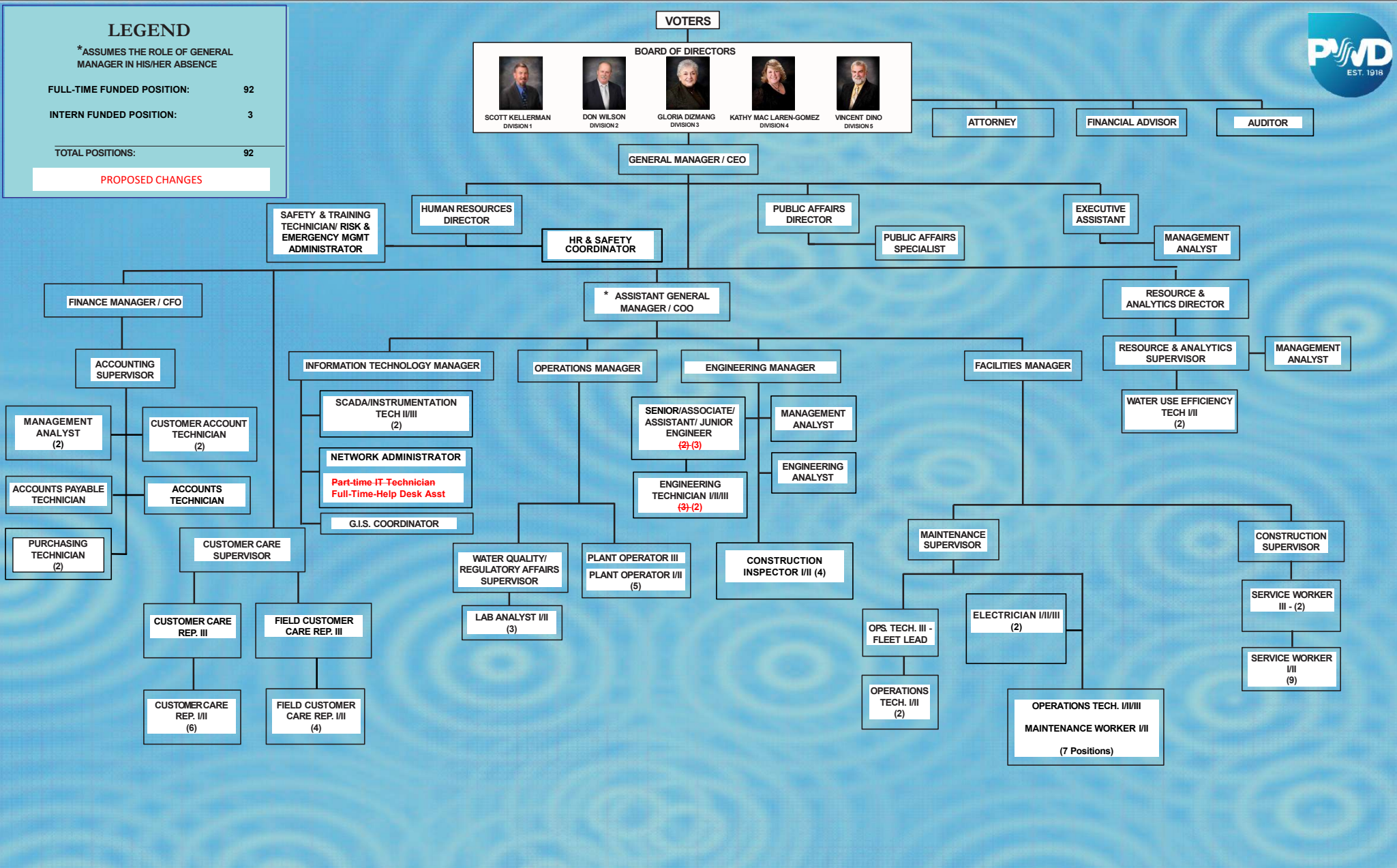
\* ASSUMES THE ROLE OF GENERAL MANAGER IN HIS/HER ABSENCE

FULL-TIME FUNDED POSITION: 92

INTERN FUNDED POSITION: 3

TOTAL POSITIONS: 92

PROPOSED CHANGES



# PALMDALE WATER DISTRICT ORGANIZATIONAL STRUCTURE

APPROVED **JUNE 12, 2023** TBD

ASSISTANT ENGINEER

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision, learns to perform and performs field and office water engineering work involved in the design, construction, and maintenance of water facilities; performs other related duties as required.

**Distinguishing Characteristics**

The Assistant Water Engineer is the journey-level classification in the professional water engineering series. Incumbents are expected to perform less complex work with little supervision, while closer control would be exercised over more difficult work. Responsibilities may include providing technical direction and guidance to sub-professionals. As experience is gained, a greater independence of action is established within guidelines. Incumbents may advance to the higher level after gaining the requisite experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class.

**Supervision Received and Exercised**

Receives immediate supervision or direction from the Associate Engineer, Senior Engineer and/or Engineering Manager~~Engineering Manager and/or higher-level classes.~~

Incumbents in this class will periodically exercise supervision of lower classifications.

**Examples of Essential Duties**

Duties may include, but are not limited to, the following:

- Learns to perform and performs a variety of water engineering and design activities such as construction and maintenance of water systems, including transmission mains, pump stations, pressure regulating facilities, reservoirs, water treatment plants and related water supply facilities.
- Inspects water lines, water meters, hydrants, service lines, fire lines, cross connection control devices, related water operations and storm drains, sewers as related to water facilities, and structures for various types of construction projects; re-inspects for compliance.
- Assists in the decision making process and operational process for operating pumps, related flow and pressure control, water model and storage facilities by using a system control and data acquisition (SCADA) system; analyze and make recommendations for adjusting system flow and pressure requirements, control flows to meet consumer demands including fire flow demands and minimum system pressure requirements.
- Reviews plans and estimates for construction and maintenance of water systems, review environmental reports; prepares contracts and specifications for projects; prepares engineering cost estimates; holds bid openings and maintains appropriate records; administers contracts and coordinates inspections.
- Participates in major water system planning and water supply management; assists making recommendations on technical reports and studies; performs studies requiring analysis of issues; prepares reports or correspondence, status reports, the annual Consumer Confidence Report for

water utility, Annual Notice of Extraction and Provisions of water as required by the California Water Code and other federal, state and/or local jurisdictional reports and form and preparation of Water Rights Information Management Systems (WRIMS).

- Performs plan checks for Water Improvement Plans; maintains hydraulic computer model and performs hydraulic calculations for domestic and fire flow; assist with SCADA programming, monitoring, and operations support.
- Assists and coordinates the preparation of funding application and reporting for awarded funding.
- Liaison to contractor representatives in coordinating contract projects; monitors project construction activity; coordinates project inspections; coordinates the review of related invoices and progress payments; prepares change orders if necessary for alteration of plans and specifications.
- Participates in contract negotiations and administration; reviews work for conformity with standards and project requirements; prepares and monitors project schedules and project budgets.
- Responds to inquiries and ~~provide~~ provides technical assistance to developers, contractors, and the public regarding fee schedules, procedural guidelines and standards, plans and specifications; provides information as appropriate and resolves service complaints.
- Establishes positive professional working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May attend meetings and participate in discussions regarding engineering activities or projects.
- Performs other related duties as required.

#### MINIMUM QUALIFICATIONS:

(The following are minimal qualifications necessary for entry into the classification)

#### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design and construction of construction of water production, water treatment, transmission and distribution facilities.
- Principles and practices of project development and administration
- Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration.
- Knowledge of applicable federal, state and local laws, codes, and regulations
- Methods and techniques of scheduling work assignments
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software.
- Methods and techniques for record keeping and report preparation; proper English, spelling, and grammar
- Occupational hazards and standard safety practices.
- Skill to operate an office computer and a variety of word processing, drafting, and software applications.

#### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.
- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance.
- Interpret and apply related laws, ordinances, and regulations; interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines; follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly, professionally, and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

## EXPERIENCE AND TRAINING

### **Experience**

Possess three years of progressively responsible journey-level experience in water infrastructure engineering or civil engineering equivalent to the Junior Water Engineer classification.

### **Training**

The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Engineering.

### **License/Certificate**

- Possession of a valid Class C California driver's license.
- Possession of a valid certificate of Engineer-in-Training issued by the California State Board for Professional Engineers, Land Surveyors, and Geologists;
- Possession of a Grade D2 Certificate within 18 months from date of appointment.

## PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds ~~also~~ is also required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, ~~hot~~ hot, and cold with extreme sun exposure.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

~~Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.~~

Approved: ~~April 26, 2021~~

I have reviewed this job description with my ~~Supervisor~~supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



ASSOCIATE ENGINEER

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision, learns to perform and performs field and office engineering work involved in the design, construction, and maintenance of water facilities; performs other related duties as required.

**Distinguishing Characteristics**

The Associate Engineer is the fully qualified working level classification in the professional engineering series. Incumbents are expected to perform work of average difficulty. It differs from the Assistant Engineer class by its responsibility for more complex engineering projects requiring independent engineering analysis. Incumbents may ~~promote~~ be promoted to ~~the~~ Senior Engineer only through competitive recruitment and examination.

**Supervision Received and Exercised**

Receives general supervision from the Senior Engineer and/or Engineering/Grant Manager. May provide technical and functional supervision over training personnel or staff.

**Examples Of Essential Duties**

Duties may include, but are not limited to, the following:

- Learns to perform and performs a variety of engineering and design activities such as construction and maintenance of water systems, including transmission mains, pump stations, pressure regulating facilities, reservoirs, water treatment plants and related water supply facilities.
- Inspects storm drains, sewers, water lines, water meters, hydrants, service lines, fire lines, cross connection control devices and related water operations and structures for various types of construction projects; re-inspects for compliance.
- Assists in the ~~decision-making~~ decision-making process and operational process for operating pumps, related flow and pressure control, water model and storage facilities by using a system control and data acquisition (SCADA) system; analyze and make recommendations for adjusting system flow and pressure requirements, control flows to meet consumer demands including fire flow demands and minimum pressure requirements.
- Reviews plans and estimates for construction and maintenance of water systems, review environmental reports; prepares contracts and specifications for projects; prepares engineering cost estimates; holds bid openings and maintains appropriate records; administers contracts and coordinates inspections.
- Develops and coordinates the preparation of funding applications and reporting for awarded funding.
- Participates in major water system planning and water supply management; assists making recommendations on technical reports and studies; performs studies requiring analysis of issues; prepares reports or correspondence, status reports, the annual Consumer Confidence Report for

water utility, Annual Notice of Extraction and Provisions of water as required by the California Water Code and other federal, state and/or local jurisdictional reports and form and preparation of Water Rights Information Management Systems (WRIMS).

- Performs plan checks for Water Improvement Plans;
- ~~m~~Maintains hydraulic software model and performs hydraulic calculations for domestic and fire flow; ~~assist~~assists with SCADA programming, monitoring and operations support.
- Liaison to contractor representatives in coordinating contract projects; monitors project construction activity; coordinates project inspections; coordinates the review of related invoices and progress payments; prepares change ~~orders~~orders, if necessary, for alteration of plans and specifications.
- Participates in contract negotiations and administration; reviews work for conformity with standards and project requirements; prepares and monitors project schedules and project budgets.
- Responds to inquiries and provides technical assistance to developers, contractors, and the public regarding fee schedules, procedural guidelines and standards, plans and specifications; provides information as appropriate and resolves service complaints.
- Utilize all skills, specialties, and experience to serve both internal and external customers including language skills, certifications, and knowledge.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May attend meetings and participate in discussions regarding engineering activities or projects.
- Performs other related duties as required.

#### MINIMUM QUALIFICATIONS

(The following are minimal qualifications necessary for entry into the classification)

##### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design, and construction of ~~construction of~~water production, water treatment, transmission, and distribution facilities.
- Principles and practices of project development and administration
- Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration; methods and techniques of scheduling work assignments.
- Applicable federal, state, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.
- Skill to operate an office computer and a variety of word processing, drafting, and software applications.

##### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.
- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance; interpret and apply related laws, ordinances, and regulations; interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines; follow written and oral directions.
- Observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective, professional working relationships.

## EXPERIENCE AND TRAINING

### **Experience**

Five years of progressively responsible professional experience in water facility or civil engineering equivalent to that of an Assistant Engineer classification at the Palmdale Water District.

### **Training**

The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Civil Engineering.

### **License/Certificate**

- Possession of a valid Class C California driver's license.
- Professional Engineer issued by the California State Board of Registration for Professional Engineers, Land Surveyors, and Geologists.

### REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

~~Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.~~

Approved: ~~April 26, 2021~~

I have reviewed this job description with my Supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

## JUNIOR ENGINEER

FLSA Status: Non-Exempt

### JOB SUMMARY

Under direct and close supervision, to do the less complex office and field professional engineering work; and to do other work as required.

### **Supervision Received and Exercised**

~~Receives direct supervision from the Senior Engineer and/or Engineering Manager. Technical and functional work direction may occasionally be provided from the Associate level engineer or Receives immediate supervision or direction from Assistant Associate Engineer, Senior Engineer, and/or Engineering/Grant Manager and/or higher level classes, may receive technical and functional supervision from other Engineering staff as directed by the Engineering/Grant Manager.~~

Incumbents in this class do not routinely exercise supervision.

### **Example of Essential Duties**

Duties may include, but are not limited to, the following:

- Learns to perform and assists in the design and planning of water infrastructure improvements, facilities, and structures by preparing plans, profiles, and establishing tentative alignments and elevations.
- Assists in conducting water quality and water rights studies, and other modeling-oriented studies; may participate in inspections during construction.
- ~~Assists in the preparation of contracts, cost estimates, and specifications for water projects; assists in the review of bids and contract documents; assists in the coordination of bid openings.~~
- ~~Assists in the review of requests for information, submittals, pay requests, change orders and construction documents.~~
- ~~Assists, drafts, and coordinates the preparation of funding applications, and reporting and reporting for awarded funding.~~
- ~~Drafts engineering reports, technical memorandums, letters, and other documents as assigned.~~
- Learns to review plans, parcel maps, specifications, and other information for accuracy and format; reviews for conformance to established water engineering practices, and compliance with state and county laws, ordinances, and regulations; may prepare conditions of approval for proposed developments.
- Assist in performing engineering calculations, hydraulic calculations, and water modeling for domestic and fire flows; a variety of field surveys; research studies for reporting, compliance, and other informational purposes; and CAD drafting.
- Learns how to responds to inquiries and provide technical assistance to developers, contractors, and the public regarding fee schedules, engineering design, utility locations, policies, ordinances, and regulations; conducts research studies and surveys and prepares reports.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May assist in preparing GIS, water pipeline plan and profile, and water model maps.
- Performs other related duties as required.

## Junior Engineer

- 2 -

### MINIMUM QUALIFICATIONS

(The following are minimal qualifications necessary for entry into the classification.)

#### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design and construction of water production wells, water treatment, transmission, and distribution facilities.
- Principles and practices of project development, administration and management. Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration.
- Methods and techniques of scheduling work assignments.
- Understanding of applicable federal, state and local laws, codes, and regulations.
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software.
- Methods and techniques for record keeping and report preparation.
- Proper business communication, English, spelling, and grammar.
- Occupational hazards and standard safety practices.
- Skills to operate an office computer and a variety of word processing, drafting, and software applications.

#### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.
- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance.
- Interpret, explain, and apply applicable laws, ordinances, codes, and regulations.
- Interpret and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships.

### EXPERIENCE AND TRAINING

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

#### **Experience**

~~No experience is required.~~

## Junior Engineer

- 3 -

### **Training**

*Option I - Education:* The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Civil Engineering or a closely related field.

*Option II - Experience:* ~~Current employment in the classification of Engineering Intern, enrollment in university with an accredited engineering program, and possession of a valid certificate as an Engineer-in-Training issued by the California State Board of Registration for Professional Engineers, Land Surveyors, and Geologists. Three years or more of university level education with an accredited engineering program working towards a Bachelor of Science degree and four years of engineering related experience working directly under the supervision of a licensed professional engineer.~~

### **License and Certificate**

- Possession of a valid Class C California Driver's License.
- Preferred: Engineer-in-Training issued by the California State Board of Registration for Professional Engineers-

### PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds ~~also is also~~ required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, ~~hot~~hot, and cold with extreme sun exposure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.~~Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.~~

Approved: ~~04/26/2021~~

I have reviewed this job description with my ~~Supervisor~~supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## Junior Engineer

- 4 -

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



PALMDALE WATER DISTRICT

ASSISTANT ENGINEER

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision, learns to perform and performs field and office water engineering work involved in the design, construction, and maintenance of water facilities; performs other related duties as required.

**Distinguishing Characteristics**

The Assistant Water Engineer is the journey-level classification in the professional water engineering series. Incumbents are expected to perform less complex work with little supervision, while closer control would be exercised over more difficult work. Responsibilities may include providing technical direction and guidance to sub-professionals. As experience is gained, a greater independence of action is established within guidelines. Incumbents may advance to the higher level after gaining the requisite experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class.

**Supervision Received and Exercised**

Receives immediate supervision or direction from the Associate Engineer, Senior Engineer and/or Engineering Manager.

Incumbents in this class will periodically exercise supervision of lower classifications.

**Examples of Essential Duties**

***Duties may include, but are not limited to, the following:***

- Learns to perform and performs a variety of water engineering and design activities such as construction and maintenance of water systems, including transmission mains, pump stations, pressure regulating facilities, reservoirs, water treatment plants and related water supply facilities.
- Inspects water lines, water meters, hydrants, service lines, fire lines, cross connection control devices, related water operations and storm drains, sewers as related to water facilities, and structures for various types of construction projects; re-inspects for compliance.
- Assists in the decision-making process and operational process for operating pumps, related flow and pressure control, water model and storage facilities by using a system control and data acquisition (SCADA) system; analyze and make recommendations for adjusting system flow and pressure requirements, control flows to meet consumer demands including fire flow demands and minimum system pressure requirements.
- Reviews plans and estimates for construction and maintenance of water systems, review environmental reports; prepares contracts and specifications for projects; prepares engineering cost estimates; holds bid openings and maintains appropriate records; administers contracts and coordinates inspections.
- Participates in major water system planning and water supply management; assists making recommendations on technical reports and studies; performs studies requiring analysis of issues; prepares reports or correspondence, status reports, the annual Consumer Confidence Report for water utility, Annual Notice of Extraction and Provisions of water as required by the California

Water Code and other federal, state and/or local jurisdictional reports and form and preparation of Water Rights Information Management Systems (WRIMS).

- Performs plan checks for Water Improvement Plans; maintains hydraulic computer model and performs hydraulic calculations for domestic and fire flow; assists with SCADA programming, monitoring, and operations support.
- Assists and coordinates the preparation of funding application and reporting for awarded funding.
- Liaison to contractor representatives in coordinating contract projects; monitors project construction activity; coordinates project inspections; coordinates the review of related invoices and progress payments; prepares change orders if necessary for alteration of plans and specifications.
- Participates in contract negotiations and administration; reviews work for conformity with standards and project requirements; prepares and monitors project schedules and project budgets.
- Responds to inquiries and provides technical assistance to developers, contractors, and the public regarding fee schedules, procedural guidelines and standards, plans and specifications; provides information as appropriate and resolves service complaints.
- Establishes positive professional working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May attend meetings and participate in discussions regarding engineering activities or projects.
- Performs other related duties as required.

#### MINIMUM QUALIFICATIONS:

(The following are minimal qualifications necessary for entry into the classification)

#### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design and construction of construction of water production, water treatment, transmission and distribution facilities.
- Principles and practices of project development and administration
- Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration.
- Knowledge of applicable federal, state, and local laws, codes, and regulations
- Methods and techniques of scheduling work assignments
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software.
- Methods and techniques for record keeping and report preparation; proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.
- Skill to operate an office computer and a variety of word processing, drafting, and software applications.

#### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.

- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance.
- Interpret and apply related laws, ordinances, and regulations; interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines; follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly, professionally, and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

## EXPERIENCE AND TRAINING

### **Experience**

Possess three years of progressively responsible journey-level experience in water infrastructure engineering or civil engineering equivalent to the Junior Water Engineer classification.

### **Training**

The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Engineering.

### **License/Certificate**

- Possession of a valid Class C California driver's license.
- Possession of a valid certificate of Engineer-in-Training issued by the California State Board for Professional Engineers, Land Surveyors, and Geologists;
- Possession of a Grade D2 Certificate within 18 months from date of appointment.

## PHYSICAL REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot, and cold with extreme sun exposure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

---

Employee Signature

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Date

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Supervisor Signature

---

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

ASSOCIATE ENGINEER

FLSA Status: Non-Exempt

JOB SUMMARY

Under general supervision, learns to perform and performs field and office engineering work involved in the design, construction, and maintenance of water facilities; performs other related duties as required.

**Distinguishing Characteristics**

The Associate Engineer is the fully qualified working level classification in the professional engineering series. Incumbents are expected to perform work of average difficulty. It differs from the Assistant Engineer class by its responsibility for more complex engineering projects requiring independent engineering analysis. Incumbents may be promoted to Senior Engineer only through competitive recruitment and examination.

**Supervision Received and Exercised**

Receives general supervision from the Senior Engineer and/or Engineering/Grant Manager. May provide technical and functional supervision over training personnel or staff.

**Examples Of Essential Duties**

Duties may include, but are not limited to, the following:

- Learns to perform and performs a variety of engineering and design activities such as construction and maintenance of water systems, including transmission mains, pump stations, pressure regulating facilities, reservoirs, water treatment plants and related water supply facilities.
- Inspects storm drains, sewers, water lines, water meters, hydrants, service lines, fire lines, cross connection control devices and related water operations and structures for various types of construction projects; re-inspects for compliance.
- Assists in the decision-making process and operational process for operating pumps, related flow and pressure control, water model and storage facilities by using a system control and data acquisition (SCADA) system; analyze and make recommendations for adjusting system flow and pressure requirements, control flows to meet consumer demands including fire flow demands and minimum pressure requirements.
- Reviews plans and estimates for construction and maintenance of water systems, review environmental reports; prepares contracts and specifications for projects; prepares engineering cost estimates; holds bid openings and maintains appropriate records; administers contracts and coordinates inspections.
- Develops and coordinates the preparation of funding applications and reporting for awarded funding.
- Participates in major water system planning and water supply management; assists making recommendations on technical reports and studies; performs studies requiring analysis of issues; prepares reports or correspondence, status reports, the annual Consumer Confidence Report for

water utility, Annual Notice of Extraction and Provisions of water as required by the California Water Code and other federal, state and/or local jurisdictional reports and form and preparation of Water Rights Information Management Systems (WRIMS).

- Performs plan checks for Water Improvement Plans;
- Maintains hydraulic software model and performs hydraulic calculations for domestic and fire flow; assists with SCADA programming, monitoring and operations support.
- Liaison to contractor representatives in coordinating contract projects; monitors project construction activity; coordinates project inspections; coordinates the review of related invoices and progress payments; prepares change orders, if necessary, for alteration of plans and specifications.
- Participates in contract negotiations and administration; reviews work for conformity with standards and project requirements; prepares and monitors project schedules and project budgets.
- Responds to inquiries and provides technical assistance to developers, contractors, and the public regarding fee schedules, procedural guidelines and standards, plans and specifications; provides information as appropriate and resolves service complaints.
- Utilize all skills, specialties, and experience to serve both internal and external customers including language skills, certifications, and knowledge.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May attend meetings and participate in discussions regarding engineering activities or projects.
- Performs other related duties as required.

#### MINIMUM QUALIFICATIONS

(The following are minimal qualifications necessary for entry into the classification)

#### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design, and construction of water production, water treatment, transmission, and distribution facilities.
- Principles and practices of project development and administration
- Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration; methods and techniques of scheduling work assignments.
- Applicable federal, state, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.
- Skill to operate an office computer and a variety of word processing, drafting, and software applications.

#### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.
- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance; interpret and apply related laws, ordinances, and regulations; interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines; follow written and oral directions.
- Observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective, professional working relationships.

## EXPERIENCE AND TRAINING

### **Experience**

Five years of progressively responsible professional experience in water facility or civil engineering equivalent to that of an Assistant Engineer classification at the Palmdale Water District.

### **Training**

The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Civil Engineering.

### **License/Certificate**

- Possession of a valid Class C California driver's license.
- Professional Engineer issued by the California State Board of Registration for Professional Engineers, Land Surveyors, and Geologists.

## REQUIREMENTS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot and cold with extreme sun exposure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Approved:

I have reviewed this job description with my Supervisor and agree with its contents.

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Employee Signature

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Date

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Supervisor Signature

---

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



## JUNIOR ENGINEER

FLSA Status: Non-Exempt

### JOB SUMMARY

Under direct and close supervision, to do the less complex office and field professional engineering work; and to do other work as required.

### **Supervision Received and Exercised**

Receives direct supervision from the Senior Engineer and/or Engineering Manager. Technical and functional work direction may occasionally be provided from the Associate level engineer or other engineering staff as directed by the Engineering Manager.

Incumbents in this class do not routinely exercise supervision.

### **Example of Essential Duties**

Duties may include, but are not limited to, the following:

- Learns to perform and assists in the design and planning of water infrastructure improvements, facilities, and structures by preparing plans, profiles, and establishing tentative alignments and elevations.
- Assists in conducting water quality and water rights studies, and other modeling-oriented studies; may participate in inspections during construction.
- Assists in the preparation of contracts, cost estimates, and specifications for water projects; assists in the review of bids and contract documents; assists in the coordination of bid openings.
- Assists in the review of requests for information, submittals, pay requests, change orders and construction documents.
- Assists, drafts, and coordinates the preparation of funding applications, and reporting and reporting for awarded funding.
- Drafts engineering reports, technical memorandums, letters, and other documents as assigned.
- Learns to review plans, parcel maps, specifications, and other information for accuracy and format; reviews for conformance to established water engineering practices, and compliance with state and county laws, ordinances, and regulations; may prepare conditions of approval for proposed developments.
- Assist in performing engineering calculations, hydraulic calculations, and water modeling for domestic and fire flows; a variety of field surveys; research studies for reporting, compliance, and other informational purposes; and CAD drafting.
- Learns how to responds to inquiries and provide technical assistance to developers, contractors, and the public regarding fee schedules, engineering design, utility locations, policies, ordinances, and regulations; conducts research studies and surveys and prepares reports.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District management and staff, and the public.
- May assist in preparing GIS, water pipeline plan and profile, and water model maps.
- Performs other related duties as required.

## Junior Engineer

- 2 -

### MINIMUM QUALIFICATIONS

(The following are minimal qualifications necessary for entry into the classification.)

#### **Knowledge of:**

- Engineering principles and practices as applied to the planning, design and construction of water production wells, water treatment, transmission, and distribution facilities.
- Principles and practices of project development, administration and management. Principles and practices of water systems engineering design and construction management.
- Mathematics as applied to the computation of distances, angles, areas, and traverses, including algebra, geometry, and trigonometry.
- Principles and practices of project budget development and administration.
- Methods and techniques of scheduling work assignments.
- Understanding of applicable federal, state and local laws, codes, and regulations.
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software.
- Methods and techniques for record keeping and report preparation.
- Proper business communication, English, spelling, and grammar.
- Occupational hazards and standard safety practices.
- Skills to operate an office computer and a variety of word processing, drafting, and software applications.

#### **Ability to:**

- Perform professional engineering work, including project design; compile, analyze and synthesize engineering and other technical information.
- Prepare accurate plans, specifications, cost estimates, and engineering reports.
- Conduct technical and engineering research work.
- Conduct inspections and evaluate construction relative to approved plans and specifications.
- Prepare and maintain records and prepare reports for compliance.
- Interpret, explain, and apply applicable laws, ordinances, codes, and regulations.
- Interpret and record data accurately; organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships.

### EXPERIENCE AND TRAINING

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

*Option I - Education:* The required qualification is to possess a Bachelor of Science degree from an accredited college or university in Civil Engineering or a closely related field.

## Junior Engineer

- 3 -

*Option II - Experience:* Three years or more of university level education with an accredited engineering program working towards a Bachelor of Science degree and four years of engineering related experience working directly under the supervision of a licensed professional engineer.

### License and Certificate

- Possession of a valid Class C California Driver's License.
- Preferred: Engineer-in-Training issued by the California State Board of Registration for Professional Engineers

### PHYSICAL REQUIREMENTS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds is also required. Additionally, the incumbent in this position works outdoors in all weather conditions, including wet, hot, and cold with extreme sun exposure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Approved:

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.



# COMMITTEE MEMORANDUM

**DATE:** November 15, 2023  
**TO:** PERSONNEL COMMITTEE  
**FROM:** Mrs. Angelica Garcia, Human Resources Director  
**VIA:** Mr. Dennis D. LaMoreaux, General Manager  
**RE:** *CONSIDERATION ON A RECOMMENDATION TO CONVERT PART-TIME IT TECHNICIAN POSITION TO FULL-TIME IT HELP DESK ASSISTANT POSITION. (\$79,952.25 - NON-BUDGETED - HUMAN RESOURCES DIRECTOR GARCIA)*

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## **Recommendation:**

Staff recommends that the Committee recommend that the full Board approves the conversion of the current part-time IT Technician position to a full-time Help Desk Assistant position and that this item be presented to the Board for consideration at the December 11, 2023 Regular Board Meeting.

## **Alternative Options:**

The Personnel Committee can choose not to approve the change and leave the part-time IT Technician position as is. The open position would be recruited as a part time IT Technician position.

## **Impact of Taking No Action:**

The Information Technology Department's organizational structure would not sufficiently support the needs of the department, nor would it be set up for succession planning.

## **Background:**

The Information Technology Department currently has one full-time Network Administrator, two Scada/Instrumentation Technicians, one GIS Coordinator, and one Manager. In addition, there is one part-time Technician Position available for recruitment. Earlier in the year a recruitment campaign was carried out for the part-time IT Technician position; however, due to it being a combination of a non-eligible benefit and experienced level position, the campaign was unsuccessful.

Changing the part-time IT Technician position to a full time Help Desk Assistant position allows the department to cross train this individual in several areas of IT, which in turn improves the District's ability to adapt to future employment changes such as retirements.

## **Strategic Plan Initiative/Mission Statement:**

This item is under Strategic Initiative No. 2- Organizational Excellence.

This item directly relates to the District's Mission Statement.

**Budget:**

The non-budgeted impact would be an increase of \$79,952.25 due to a change from a part-time to a full-time position at the recommended salary range of 24 including health care benefits and CalPERS employer contributions.

**Supporting Documents:**

- Redline recommended organizational chart
- Redline Help Desk Assistant job description
- Updated Help Desk Assistant job description
- Salary survey analysis



### LEGEND

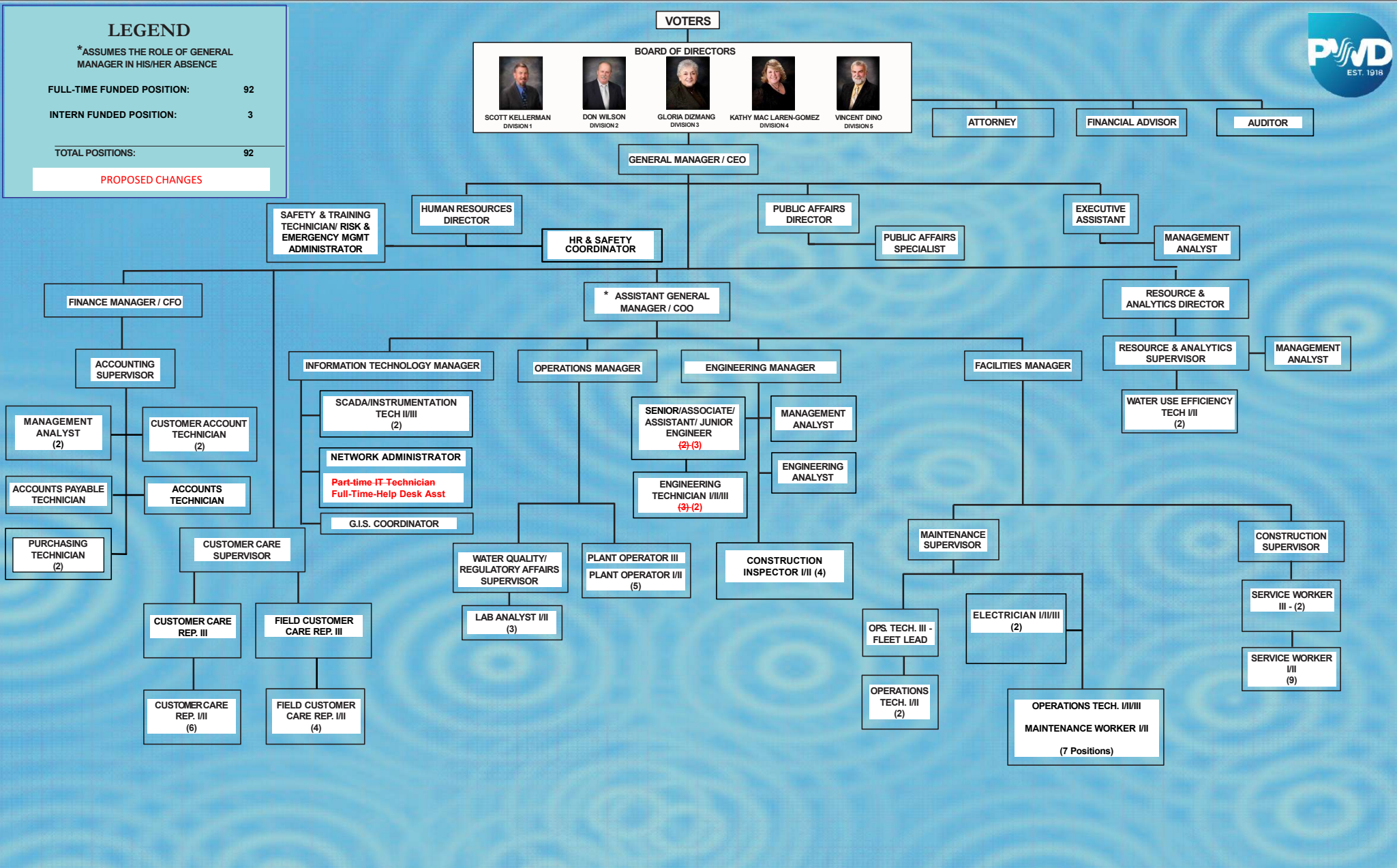
\* ASSUMES THE ROLE OF GENERAL MANAGER IN HIS/HER ABSENCE

FULL-TIME FUNDED POSITION: 92

INTERN FUNDED POSITION: 3

TOTAL POSITIONS: 92

PROPOSED CHANGES



# PALMDALE WATER DISTRICT ORGANIZATIONAL STRUCTURE

APPROVED **JUNE 12, 2023** TBD

HELP DESK ASSISTANT

FLSA Status: Non-Exempt

DEFINITIONJOB SUMMARY

To provide technical assistance and support related to computer systems, hardware, and software. Responds to queries, runs diagnostic programs, isolates problems, determines, and implements solutions.

**Supervision Received And Exercised**

Receives immediate supervision from Network Administrator or Information Technology Manager.

**Examples Of Essential Duties** - Duties may include, but are not limited to, the following:

Provide technical assistance and support for incoming queries and issues via in person, over the phone, remotely, or email messages related to computer systems, software, and hardware for users and customers; - ask diagnostic questions to determine nature of problem, use available tools and resources to research and resolve issues, and walk customer through problem-solving process; follow up with customers and users accordingly.

Day to day operation of VMWare environment to include, but not limited to: daily monitoring of VMWare environment; troubleshooting and resolution of VM issues; adding and upgrading VM hosts and clients as needed.

Day to day backup operations to include, but not limited to: daily monitoring of backup jobs; troubleshooting backup issues; file and folder restoration; quarterly test of backups.

Day to day operations of the Storage Area Network (SAN) to include but not limited to: monitoring storage health; monitoring storage connections to hosts; troubleshooting and resolving storage issues.

Configuration, setup, and deployment of new or replacement desktops, laptops, tablets, and printers; Ensure replacement devices match old device, ~~insure~~ensure all needed applications are installed, and functional, on replacement device.

~~insure~~Ensure Operating System (OS) and application updates are deployed in a timely fashion.

~~Respond to queries either in person or over the phone or remotely. Respond to email messages for customers seeking help.~~

~~Determine users' technical needs and provide them with appropriate solutions.~~

Train computer and mobile device users; Train users on District approved software and applications, explain the role of network applications and equipment to end users;

~~Determine users' technical needs and provide them with appropriate solutions.~~

~~Ask diagnostic questions to determine nature of problem, use available tools and resources to research and resolve issues, and talk customer through problem-solving process.~~

Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems Supervisory Control and Data Acquisition (SCADA), Geographical Information System (GIS) and other systems and applications.

~~Follow up with customers to ensure issue has been resolved, gain feedback from customers about computer usage; run reports to determine malfunctions that continue to occur.~~

Install and configure computer networks including LAN and WAN.

Test computers peripherals, hardware, and software to ensure that they are working appropriately.

Upgrade software, patches, and operating systems on a continuous basis.

~~Act as a technical resource in order to assist users with resolving computer issues.~~

Ensure that all computers are secured effectively by installing and updating District approved antivirus and / or antimalware software; maintain documentation of technical maintenance procedures carried out; maintain and update all hardware and application documentation.

Assist in development, troubleshooting and repair of existing applications; assist in preparation of system specifications; build and test network patch cables;

Assist District personnel as needed, including after-hours, on-call, weekends, holiday, etc, by resetting user network, application, and device passwords; acting as a technical resource to assist users with resolving computer issues.



Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### **Knowledge of:**

Methods and techniques of computer programming and computer equipment and related hardware.

Computer logic; and capabilities, characteristics, and limitations of automated systems.

Working knowledge of Windows Desktop, Server, Workstation and mobile Operating Systems like Windows-10, iOS and Android.

Demonstrates advanced knowledge in the following software packages; Word, Excel, Access, Acrobat, FrontPage and Project or comparable software.

Principles and practices of good customer service.

#### **Ability to:**

Analyze problems, identify alternatives, and implement recommendations.

Troubleshoot problems related to computer equipment and programming.

Learn and correctly interpret and apply the policies and procedures of the District.

Establish and maintain effective working relationships with those contacted in the course of work including District staff and the ~~general~~ public.

Uses office equipment such as computers, copiers, and FAX machines but not limited to these items.

Ability to obtain higher level IT certifications like A+, VMWare, CCNA, Security+.

Operate a calculator, computer-related equipment, and other office equipment.

Willingness to learn and take classes focused upon new technologies and programming utilized by the District.

## Help Desk Assistant

- 4 -

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

~~On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 50/75 pounds.~~

Preserve a high level of confidentiality of information encountered as part of work.

Learn to maintain and administer District security systems and methods.

Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.

Work scheduled and emergency overtime; be available for call back as required to meet the operational requirements of the District.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### EXPERIENCE AND TRAINING

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

#### **Experience:**

One year of responsible experience performing technical computer support duties.

One to three years of experience in Information Systems preferred.

#### **Training:**

High school diploma or equivalent. Associate's Degree with focus on Computer Information Technology, Computer Information Systems, Science in Information Technology or Computer Information Management preferred.

#### **License and Certificate:**

\_\_\_\_\_ Possession of, or ability to obtain, a valid California Driver's License.

\_\_\_\_\_ Microsoft certification preferred.

Current CompTIA A+ certification preferred or the ability to obtain in six months.

Current CompTIA Network+ certification preferred or the ability to obtain in twelve months.

PHYSICAL REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 75 pounds.

Approved: ~~9/28/16~~

I have reviewed this job description with my sSupervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

HELP DESK ASSISTANT

FLSA Status: Non-Exempt

**JOB SUMMARY**

To provide technical assistance and support related to computer systems, hardware, and software. Responds to queries, runs diagnostic programs, isolates problems, determines, and implements solutions.

**Supervision Received And Exercised**

Receives immediate supervision from Network Administrator or Information Technology Manager.

**Examples Of Essential Duties - *Duties may include, but are not limited to, the following:***

- Provide technical assistance and support for incoming queries and issues via in person, over the phone, remotely, or email messages related to computer systems, software, and hardware for users and customers; ask diagnostic questions to determine nature of problem, use available tools and resources to research and resolve issues, and walk customer through problem-solving process; follow up with customers and users accordingly
- Determine users' technical needs and provide them with appropriate solutions; train computer and mobile device users; train users on District approved software and applications; explain the role of network applications and equipment to end users;
- Day to day operation of VMWare environment to include, but not limited to: daily monitoring of VMWare environment; troubleshooting and resolution of VM issues; adding and upgrading VM hosts and clients as needed.
- Day to day backup operations to include, but not limited to daily monitoring of backup jobs; troubleshooting backup issues; file and folder restoration; quarterly test of backups.
- Day to day operations of the Storage Area Network (SAN) to include but not limited to monitoring storage health; monitoring storage connections to hosts; troubleshooting and resolving storage issues.
- Configuration, setup, and deployment of new or replacement desktops, laptops, tablets, and printers; Ensure replacement devices match old device, ensure all needed applications are installed, and functional, on replacement device.
- Ensure Operating System (OS) and application updates are deployed in a timely fashion.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), Supervisory Control and Data Acquisition (SCADA), Geographical Information System (GIS) and other systems and applications.
- Install and configure computer networks including LAN and WAN.

- Test computers peripherals, hardware and software to ensure that they are working appropriately, upgrade software, patches, and operating systems on a continuous basis.
- Ensure that all computers are secured effectively by installing and updating District approved antivirus and / or antimalware software; maintain documentation of technical maintenance procedures carried out; maintain and update all hardware and application documentation.
- Assist in development, troubleshooting and repair of existing applications; assist in preparation of system specifications; build and test network patch cables;
- Assist District personnel as needed, including after-hours, on-call, weekends, holiday, etc, by resetting user network, application, and device passwords; acting as a technical resource to assist users with resolving computer issues.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Methods and techniques of computer programming and computer equipment and related hardware.
- Computer logic; and capabilities, characteristics, and limitations of automated systems.
- Working knowledge of Windows Desktop, Server, Workstation and mobile Operating Systems like Windows, iOS and Android.
- Demonstrates advanced knowledge in the following software packages; Word, Excel, Access, Acrobat, FrontPage and Project or comparable software.
- Principles and practices of good customer service.

#### **Ability to:**

- Analyze problems, identify alternatives, and implement recommendations.
- Troubleshoot problems related to computer equipment and programming.
- Learn and correctly interpret and apply the policies and procedures of the District.
- Establish and maintain effective working relationships with those contacted in the course of work including District staff and the public.
- Uses office equipment such as computers, copiers, and FAX machines but not limited to these items.
- Ability to obtain higher level IT certifications like A+, VMWare, CCNA, Security+.
- Operate a calculator, computer-related equipment, and other office equipment.
- Willingness to learn and take classes focused upon new technologies and programming utilized by the District.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; research, identify and interpret technical information; observe and problem solve technology issues.

- Preserve a high level of confidentiality of information encountered as part of work.
- Learn to maintain and administer District security systems and methods.
- Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software.
- Work scheduled and emergency overtime; be available for call back as required to meet the operational requirements of the District.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **EXPERIENCE AND TRAINING**

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

#### **Experience:**

One year of responsible experience performing technical computer support duties.

Preferred: One to three years of experience in Information Systems

#### **Training:**

High school diploma or equivalent.

Preferred: Associate degree with focus on Computer Information Technology, Computer Information Systems, Science in Information Technology or Computer Information Management

#### **License and Certificate:**

- Possession of, or ability to obtain, a valid California Driver's License.
- Current CompTIA A+ certification preferred or the ability to obtain in six months.
- Current CompTIA Network+ certification preferred or the ability to obtain in twelve months.

Preferred: Microsoft certification.

### **PHYSICAL REQUIREMENTS**

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach office equipment surrounding desk; bend, squat, climb, kneel, reach and twist when working on and performing installation of equipment; perform simple and power grasping, pushing, pulling and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight up to 75 pounds.

Approved:

Help Desk Assistant

- 4 -

I have reviewed this job description with my supervisor and agree with its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

