POSITION TITLE: Program Support Technician

REPORTS TO: Administrator

STATUS: Full time, Exempt

DATE: April 2024

**DESCRIPTION**

Addresses District operations in Information Technology (IT), contracted technology services, and general administrative tasks. This position is District support for internal information technology function, coordination with the District information technologies consultant, manage technology services, vendor contracts, provide general website support, and complete administrative tasks.

**DUTIES/RESPONSIBILITIES:**

1. Provide IT support to District computer systems and District staff
	1. District liaison to IT consultant
	2. Work with District’s outsourced IT Management and Security company to address and implement IT to improve efficiency, capacity, security, etc.
	3. Assist staff with resolving minor computer/network issues
	4. Manage equipment renewals and hardware updates
	5. Track Information Management budget and recommend annual budget
	6. General website care and maintenance support
2. Coordinate and manage technology needs, subscribed services (i.e. district phones, cell phones, copier/printer), and similar contracts
3. Provide program and operations support
	1. Coordinate and assemble Board and Citizen Advisory Committee agenda packets. Post materials on website, notice meetings, and distribute materials
	2. Records Management – Assist in maintaining Laserfiche filing system including archival of historic documents to the Minnesota Historical Society
	3. Research and review District, municipal, and county records to address District (Laserfiche) project needs
	4. Lead coordinated response to Public Data Act requests
	5. Serve as alternative meeting support (IT and virtual needs, agenda materials, minute taker, etc.)
4. Other duties as assigned

**MINIMUM QUALIFICATIONS**

1. Certificate of Completion in Computer Electronic Technology/Computer Information Systems from an accredited vocational or technical school requiring two or more years of full-time status for completion or one-year experience with a Managed IT Service Provider.
2. Two years of practical experience analyzing and repairing Windows computers, troubleshooting Operating Systems, applications, and networks.
3. Proficiency with personal computers and office computer networks. Computer software including Microsoft Office, Adobe Acrobat, Microsoft Outlook email, as well as database and internet use
4. Strong written/verbal communication and interpersonal skills

**PREFERRED QUALIFICATIONS**

1. Bachelor’s degree or equivalent, in the field of Information Technology, IT support, or related field plus 1 year or more of relevant professional experience in information technology, office operations and small contract management
2. Public speaking, meeting facilitation, and excellent communication skills used in informal and formal settings
3. Experience in use of WordPress, MailChimp, Laserfiche

## KNOWLEDGE, SKILLS, and ABILITIES

Knowledge of:

* Information technology, computer networks, personal computer trouble shooting
* office operations, task management, records management
* CompTIA A+ certification, Microsoft MCP Certification, Office 365 products, services, and management

Skill in:

* Responding promptly and develops positive working relationships with internal and external customers
* Selecting and using the most effective and appropriate methods of communication with co-workers, the public, and other stakeholders
* Facilitating verbal and/or written exchanges with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner

Ability to:

* Work collaboratively
* Learn and follow standard procedures
* Follow written and verbal instructions to accomplish technical duties related to assigned responsibilities
* Effectively listen, speak, and interact tactfully in a work group or with the public

**SUPERVISION**

Work under the supervision of the Administrator. Follow standard procedures and written instructions to accomplish assigned tasks. Plan and conduct assignments, conferring with Administrator and Office Manager on unusual matters.

**ORGANIZATION-WIDE VALUES**

As a member of the District staff, the TechnicalAssistant is expected to demonstrate and support organizational values. At RCWD, we value:

|  |  |  |
| --- | --- | --- |
| Science-based, Fact-based decision-making | Competence | Ethics |
| Stability  | Accountability | Honesty |
| Integrity | Resiliency  | Transparency |

It is expected that the incumbent reinforces organizational values in staff.

**PHYSICAL REQUIREMENTS**

Ability to sit or stand for extended periods of time while working at a computer in an office setting. Ability to safely move about an office with standard office equipment and furnishings present. Can walk and potentially carry equipment in rough terrain. Can safely lift approximately 50 pounds as needed.

**CONDITIONS OF EMPLOYMENT**

* Reliable vehicle and ability to travel to and from locations inaccessible by public transportation for job-related duties
* Valid driver’s license
* Compliance with organization-wide policies and guidelines
* Compliance with data practices policies and standards
* Successful completion of background check
* Ability to work during RCWD office hours (currently 8:00 am – 4:30 pm, Monday through Friday), plus occasional evening and weekend hours
* Ability to fulfill all functions and responsibilities as outlined in this job description

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and does not imply a contract.*

Rice Creek Watershed District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

The Rice Creek Watershed District will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.