

INDIAN WELLS VALLEY WATER DISTRICT  
Essential Function Job Description

---

1. **Position Title:** SCADA/IT SYSTEM ADMINISTRATOR
2. **Employment Classification:** Exempt
3. **Department:** Operations
4. **Reports To:** Operations Manager
5. **Fundamental Objective:** Under the general direction of the Operations Manager, perform all server maintenance, install new software, upkeep and troubleshoot all computer/printer/telephone problems.
6. **Level of Supervision Required:** Minimal, direction is provided by the Operations Manager and Water Supply Supervisor in their absence.
7. **Supervisory Responsibilities:**
8. **Essential Job Duties and Responsibilities:**
  - A. Responsible for the maintenance, configuration, and reliable operation of computer systems, supervisory control and data acquisition (SCADA), programmable logic controllers (PLC), PLC network communications equipment, network servers, and virtualization.
  - B. Coordinate and execute the installation, upgrade, setup, testing, and maintenance of the District's Microsoft Windows servers, software, email servers, camera servers, manage virtual machines, PLC, IP radios, and associated networks.
  - C. Perform file server administration and maintenance to include, but is not limited to, establishing and maintaining user accounts, installing and uninstalling software and network security patches, developing and implementing new and existing network features.
  - D. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
  - E. Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

- F. Provide desktop support, making sure all desktop applications, workstations, thin clients and related equipment problems are resolved in a timely manner with limited disruptions.
- G. Responsible for capacity, storage planning, and database performance
- H. Planning and implementing new or upgrades of IT infrastructure, maintain a master list of computers, servers and other appurtenances.
- I. Maintain/troubleshoot the District's boardroom audio-visual system, and VoIP phone system.
- J. Maintain record of District issued cell phones.
- K. Attendance at various meetings, including safety meetings.

All other temporary work assignments which are infrequently assigned, and not covered above, shall be considered non-essential tasks, duties or responsibilities.

9. **Skills and Abilities:**

A. **Knowledge of:**

1. Latest Windows operating systems, SQL server, Linux operating systems, remote server administration tools (RSAT), network virtualization, and network monitoring platforms.
2. Rockwell Software: RSLogix, FactoryTalk batch, FactoryTalk VantagePoint, FactoryTalk Historian, FactoryTalk View Studio
3. Networking: Switches, routers, hubs, cabling, firewalls, gateways, bridges, radios, sub netting, VPN, VLAN, HMI, PLC, VOIP, LAN, WAN, TCP/IP, andDNS
4. Active Directory administration.

**B. Ability to:**

1. Maintain the Districts networks, to install and set up hardware and software for the network, workstations, thin clients and telecommunication systems and services.
2. Maintain the Districts supervisory control and data acquisition (SCADA), programmable logic controllers (PLC), PLC network communications equipment, stratus servers, and virtualization.
3. Perform difficult computer information system network installation, repair and maintenance work.
4. Analyze and define complex problems, evaluate alternatives, and provide solutions.
5. Analyze programming and debug programs.
6. Maintain layer 2, layer 3 VLAN related network issues.
7. Maintain the District security, access control and surveillance systems.
8. Keep written records and make written and informal oral reports.
9. Maintain sound client/customer relationships to ensure customer satisfaction with quality and quantity of service.
10. Maintain sound and cooperative working relationships with coworkers and management to ensure output of a good and efficient product or service.

10. **Qualifications:** Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain the knowledge and abilities would be:

**Experience:** Minimum three years of experience in the setup, operation and maintenance of PCs and Networks, including installation of common hardware and software. Current active directory theory knowledge.

**Education:**

- High School diploma or equivalent.
- Associate or Bachelor's Degree in information technologies or computer science desired but not required. Equivalent years of experience may be substituted at the discretion of the General Manager.

**Certifications:** Microsoft Certified Solutions Expert (MCSE) or Azure Administrator certification, CompTIA A+ and Security+, and State of California Water Distribution Operator Grade D1. Other equivalent certifications may be considered.

Must also successfully complete a physical examination and possess a valid California driver's license with a driving record acceptable to the District's insurance underwriter.

11. **Physical Demands/Requirements:** The physical requirements and the physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

SYSTEM ADMINISTRATOR/ENGINEERING TECHNICIAN  
JOB DESCRIPTION APPROVAL

**Department Manager Recommendation:**

Signature: 

Date: 18 June 2024

**General Manager Approval:**

Signature: 

Date: 6-19-2024

**George Croll**  
GENERAL MANAGER  
IWV WATER DISTRICT

**Received and Recorded by Human Resources:**

Signature: 

Date: 6/19/24

