



**ELSINORE  
VALLEY**  
MUNICIPAL WATER DISTRICT

Staffed by:



## Employment Opportunity: Information Technology Technician I/II/III

### The Position:

WESA is seeking the ideal candidate to provide specialized and technical troubleshooting and support for information technology systems and infrastructure including a diverse range of computers, server hardware and software, security, and network systems and equipment. The incumbent will also perform set up and ongoing maintenance on end user information technology assets; upgrades to aging technology assets; and perform related duties as assigned.

**Immediate Impact:** The successful candidate will be given the following objectives upon hire:

- Within the first 3 months, be familiar with the District's help desk process and triage all incoming tickets.
- Within the first 6 months, be familiar with the District's computer imaging process.
- Within the first 9 months, begin documenting standard operating procedures of the IT Technician Position
- Within the first 12 months, complete a full inventory of all relevant District Computer equipment

### The Ideal Candidate:

- Ability to triage calls/tickets from the help desk system for requests/incidents reported; routes tickets and escalates complex issues to higher level support staff; conducts research on issues as needed.
- Ability to perform new user set up; installs, configures, and upgrades computers and associated hardware, peripherals, operating systems, and software across disparate platforms; loads and tests specialized applications and security devices; ensures connectivity to networks and servers.
- Assist with computer hardware, software, and telephone system maintenance agreements with appropriate vendors; maintains maintenance contracts for office equipment and software utilizing inventory system; maintains service desk inventory; maintains stock of necessary IT supplies.
- Possesses technical proficiency or has the ability to quickly learn how to effectively utilize assigned computer applications and software.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Possesses education equivalent to the completion of the twelfth grade,
- Technician I: Possesses a minimum of one (1) year of experience providing technical support to desktop computer hardware and software or network systems and troubleshooting IT issues.
- Technician II: Three (3) years of increasingly responsible experience providing end user support in a help desk environment, performing hardware/software installation and troubleshooting, and resolving increasingly complex end-user issues or equivalent and related responsibilities to experience as an Information Technology Technician I.
- Technician III: Five (5) years of increasingly responsible experience providing end user support in a help desk environment, performing hardware/software installation and troubleshooting, and resolving increasingly complex end-user issues or equivalent and related responsibilities to experience as an Information Technology Technician II.
- Possesses a valid California Class C Driver's license., to be maintained throughout employment.

**The Application Process:** If you are interested in this opportunity, submit a completed WESA employment application online at [www.evmwd.com](http://www.evmwd.com). Resumes and certifications may be included, but will not be accepted in lieu of a completed employment application. In order to be considered, applications must be received no later than

**5:30 pm on Friday, April 12, 2024.**

For questions and inquiries, please contact:

Jenielle Ravenna (951) 674-3146, ext. 8244

[jravenna@wesawater.com](mailto:jravenna@wesawater.com)

[www.evmwd.com](http://www.evmwd.com)



**Compensation:** The salary range for the IT Technician I/II/III is \$6,233.02- \$9,964.10 per month with an excellent benefits package. Placement within the salary range will be based on the candidate's qualifications and experience. WESA offers a comprehensive benefit plan, some of which includes:

- Medical, dental, vision, accidental death and dismemberment insurance, a life insurance policy equal to two times the annual salary for the employee and a \$1,000.00 policy for eligible dependents. Benefits become effective on the first of the month following a 30-day waiting period and the Authority contributes 90% of the cost of such insurance.
- CalPERS Retirement is provided using the 2.7% at age 55 formula for "Classic" Members. Retirement is provided using the 2% at age 62 formula for "New" Members.
- Three deferred compensation plans to which an employee may voluntarily contribute up to \$23,000 per year. The Authority does not contribute to these plans.
- Twelve (12) paid holidays per year. Upon employment with WESA for one year, employees also receive one (1) floating holiday annually.
- Employees accrue vacation at the rate of 3.08 hours per two-week pay period for the first 4 years of employment; 4.62 hours for years 5-8; 6.16 hours for years 9-13; 6.47 hours for years 14-18; and 6.78 for 19+ years of service.
- Sick leave is accrued at the rate of 3.70 hours per bi-weekly pay period for a total of 96.20 hours per year with unlimited accumulation.
- Salaried/Exempt employees will receive an allotment of paid administrative leave each fiscal year. Executives are provided with sixty (60) hours of paid administrative leave per fiscal year. Managers, Superintendents, exempt Supervisors, and exempt Engineering staff are provided with forty (44) hours of administrative leave per fiscal year.
- Additional benefits available include: 9/80 work schedule, Direct Deposit, Flexible Spending Accounts, Employee Assistance Program, Educational Assistance, Certification Reimbursement Program, Certification Bonus Program and two credit unions.

**Our Mission:** The EVMWD team delivers total water management that powers the health and vibrancy of its communities so life can flourish.

**The Water Employee Services Authority:** WESA was established as a joint powers authority between the Elsinore Valley Municipal Water District and Meeks & Daley Water Company. As a joint powers authority, WESA provides professional water and wastewater services to both agencies. WESA is committed to:

- **Professionalism**—Demonstrating knowledge, effectiveness and competency when interacting with coworkers and customers while maintaining a calm, professional outward demeanor, upholding a reputation for accuracy, dependability, expertise, efficiency, and high quality through delivery of information, services, and products.
- **Enthusiasm**—Possessing a strong drive and desire for learning, innovation, forward thinking, and the overall desire to do your job well.
- **Integrity** —Being sincere and demonstrating high moral standards in principles, intentions, and actions; having an honest and open approach to all aspects of conduct that encourages loyalty, integrity, and trust.
- **Inclusiveness**—Conducting yourself in a manner that promotes respect and teamwork through communication and appreciation for all, understanding that each person is unique and understanding how to work with these