



JOB DESCRIPTION

Position Title: IT Technician

Date: July 21, 2026

FLSA Status

Non-Exempt

Summary Statement of Overall Purpose/Goal of Position

As a member of the Information Technology (IT) Department, under the supervision of the IT Service Supervisor, provides day-to-day end-user computer software and hardware technical support relative to Metro Water's Enterprise, Security Control System (SCS), and telecommunications systems and networks. Exercises skills, techniques, and knowledge in supporting the technology needs of Metro Water staff. Assists in procurement of inventory and assets for the IT Department. Effective communication of work assignments, statuses, and performance with the IT Service Supervisor is required.

Essential Duties

- Troubleshoots and resolves a variety of low-to-mid level technical computer related issues affecting employee productivity.
- Reviews and completes tickets in a timely and accurate manner. Documents work performed. Communicates status changes with ticket requestor. Recommends escalation of tickets as appropriate.
- Collaborates with other IT staff to support end-to-end service delivery.
- Adheres to SLA expectations by prioritizing tickets and responses in alignment with departmental policies.
- Follows Metro Water software and hardware standards and security policies.
- Prepares end-user desktop, laptop, mobile device, and phone hardware and associated software packages.
- Follows approved procedures for changes to systems, applications, configurations, or hardware.
- Maintains accurate records of hardware, software, and configuration details.
- Actively engages with employees, builds rapport, and ensures clear, positive, and solution-oriented communication.
- Provides status updates for assigned projects and tasks on a regular basis to the IT Service Supervisor.
- Researches and makes recommendations of new end-user hardware and software.
- Creates and maintains knowledge articles to improve resolution speed and consistency. Runs networking and power cables as directed.
- Provides written and verbal progress reports for assigned tickets, tasks, and projects.
- Helps maintain a clean working environment in IT workspaces.
- Stays current with Microsoft desktop operating systems and office productivity software.
- Provides excellent customer service to Metro Water staff, vendors, and contractors.

Marginal Duties

- Assists in the procurement of new hardware and software. Prepares purchase orders in compliance with Metro Water's procurement policy. Executes warranty claims as directed.
- Provides comprehensive audio-visual assistance for employee meetings and training sessions.
- Assists in maintaining inventory of IT assets and spare parts. Performs periodic audits to ensure accuracy. Follows proper procedures for disposing of old IT equipment.



- Assists other IT staff as directed by the IT Service Supervisor.
- Maintains and troubleshoots printer hardware. Reports the necessary statistics of printers under maintenance contract as needed.
- Provides employee training on a variety of IT topics.
- Performs other related duties as assigned.

Minimum Qualifications

Education and Experience: High school diploma or equivalent and one year of experience supporting end-user hardware and software. IT certifications may be substituted for the experience required.

Certification and Licensing: Valid Utah Driver's license.

Knowledge

- Working knowledge of Microsoft desktop operating systems and office productivity software.
- Working knowledge of desktop, laptop, mobile device, and phone hardware.
- Working knowledge of printer, scanner, and copier hardware and software.
- Basic knowledge of wired and wireless network troubleshooting.
- Basic knowledge of computer and internet security.
- Working knowledge of computer hardware and software troubleshooting best practices.
- Basic knowledge of OSHA or general workplace safety regulations.
- Basic knowledge of Metro Water Policies and Procedures Manual.

Abilities/Skills

- Use office productivity (word processing, spreadsheets, collaboration, presentation) and work management software proficiently.
- Establish and maintain effective interpersonal relationships with management and staff.
- Set priorities and balance the allocation of resources to most effectively and efficiently meet a variety of user needs in a timely manner.
- Organize and coordinate multiple projects and meet deadlines from inception to completion.
- Communicate effectively and professionally, both verbally and in writing, with all levels within Metro Water as well as external parties.
- Work independently and in a team setting.
- Demonstrates strong customer service and active listening skills, using clarifying questions to gather precise and relevant information.
- Shows a general understanding of root cause analysis (RCA) concepts and applies them to identify underlying issues and support effective problem resolution.
- Work collaboratively across departments and openly share knowledge to improve processes, strengthen communication, and achieve organizational goals.
- Handle confidential information with discretion and professionalism.
- Comply with proper health and safety practices, rules, and regulations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

While performing the duties of this job, the employee is regularly required to perform repetitive wrist, hand, and/or finger movements.

While performing the duties of this job, the employee is frequently required to: sit, talk, hear, feel attributes of objects, grasp, walk, reach with hands/arms, stoop, kneel, crouch, and crawl.



The employee is occasionally required to: push, stand, drive, climb and/or balance.

The employee must lift weight or exert force as follows:

Frequently (40% to 70%):	1 to 25 pounds
Occasionally (15% to 40%):	26 to 50 pounds

Specific vision abilities include: Clarity of vision at 20 feet or more and 20 inches or less and three-dimensional vision (ability to judge distance and spatial relationships). Identify and distinguish colors and adjust the eye to bring an object into sharp focus. Ability to see up and down or left to right while fixed on a point.

Concentrated attention required during a typical workday in order to accomplish the essential duties of this position.

Working Conditions

Working occasionally in environments with moderate to loud noise. Occasionally exposed to risk of electrical shock, toxic or caustic chemicals, and vibration. Occasionally work in outdoor weather conditions, wet, humid conditions (non-weather), high and/or dangerous places, near moving mechanical parts, in confined spaces. Travel to and from various Metro Water sites and training seminars may be required. Frequent exposure to stress as a result of human behavior and the demands of the position.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.