



**CITRUS
HEIGHTS**

**WATER
DISTRICT**

Information Technology Technician



THE CITRUS HEIGHTS WATER DISTRICT

Is accepting applications for the position of

Information Technology Technician

First Review of Applications: December 2, 2024

ARE YOU EAGER TO MAKE AN IMPACT IN THE COMMUNITY IN WHICH YOU WORK?

DO YOU HAVE THE SKILLS TO SUPPORT COMPLEX OPERATIONS AND INITIATE IMPROVEMENTS?

IS WORK/LIFE BALANCE IMPORTANT TO YOU?

IF SO, WE MAY HAVE THE OPPORTUNITY YOU ARE SEEKING!

THE DISTRICT

The mission of the Citrus Heights Water District is to furnish a dependable supply of safe, quality water delivered to its customers in an efficient, responsive, and affordable manner. The District maintains water service connections in a 12.8 square mile territory with a population of approximately 70,000 residents in portions of the City of Citrus Heights, and the unincorporated communities of Fair Oaks, Orangevale, Carmichael, and unincorporated Placer County. The District currently employs 38 full-time dedicated staff members. As stewards of the community's water supply, the Citrus Heights Water District conducts its affairs with the highest ethical standards by emphasizing accountability, integrity, and collaboration. To achieve this goal, the District strives to create a team-oriented and safe work environment that empowers its staff and supports pursuits for personal and professional growth. Ultimately, the goal is to provide responsive service to the District's rate-payers. The District has served the community since 1920, and will continue to evolve as a dynamic provider of municipal water service to assure that its customers receive the best value without giving it a second thought.

THE COMMUNITY

The Citrus Heights Water District is conveniently located in the urbanized area between downtown Sacramento and Roseville. The community and surrounding area enjoy the cultural, educational, and recreational amenities of the Sacramento metropolitan area. The San Francisco Bay Area, Reno, Lake Tahoe, Napa Wine Country, and the Gold Country foothills of the 1849 Gold Rush are all easy day trips. The Citrus Heights Water District Service Area features quiet neighborhoods, beautiful parks, excellent schools, and affordable housing, while offering exceptional amenities such as a broad array of shopping and dining opportunities to both residents and visitors.

THE POSITION:

This position is designed for an IT professional who seeks to make a meaningful impact in a public-sector organization dedicated to community service. The Citrus Heights Water District (CHWD) is looking for an enthusiastic Information Technology Technician to support innovative projects while thriving in a collaborative, fast-paced environment. This journey-level role, reporting to the Information Technology Manager, is essential for maintaining smooth technical operations and supporting the District's commitment to reliability and customer service.

Key responsibilities include installing and configuring PCs, printers, and mobile devices, as well as training staff in hardware and software use. The Technician will also perform diagnostic testing, manage help desk requests, and assist with larger projects related to hardware deployment, network security, and mobile device management. By following standard operating procedures, maintaining asset inventories, and staying informed of the latest technology trends, the IT Technician will play a critical role in advancing the District's technological infrastructure.

At CHWD, we recognize the rapid advancements in technology and the need for continual adaptation. We're committed to supporting our staff with training and professional development to stay ahead of industry trends and enhance service efficiency. This role offers a unique opportunity for an IT professional to apply their technical expertise within a mission-driven organization focused on community service, innovation, and operational excellence.



THE IDEAL CANDIDATE

The ideal candidate will bring strong problem-solving skills and a proactive approach to daily technical challenges, from troubleshooting network issues to optimizing PC configurations.

Given the wide array of projects and interactions expected in the course of their duties, the ideal candidate will also possess a strong customer service ethic with the ability to establish and maintain positive and cooperative working relationships both internally and externally. The successful individual must enjoy working in a fast-paced team-oriented environment juggling multiple, competing priorities.

Candidates who have a successful history of supporting complex technology systems and implementing new strategies that enhance efficiency within a local government setting are encouraged to apply.

EDUCATION AND EXPERIENCE

Individuals meeting the following education and experience qualifications are encouraged to apply for this position.

EXPERIENCE:

Two years of responsible experience providing technical information technology support including hardware, software and help desk activities.

EDUCATION/TRAINING:

Equivalent to the completion of an Associate's degree from an accredited college with major course work in computer science, information technology or a related field. Certification in one of the following programs may substitute for the degree:

- Cisco Certified Network Associate Routing and Switching
- Cisco Certified Network Associate Security
- Microsoft Certified Solutions Associate: Windows 10
- Microsoft Certified Solutions Associate: Windows Server 2016
- Microsoft Certified Solutions Associate: Office 365

LICENSE & CERTIFICATE:

Possession of one of the following certifications is preferred:

- ITIL v3 Foundation
- Cisco Certified Network Professional Routing and Switching
- Cisco Certified Network Professional Security

Possession of a valid California Class C Driver's License free from multiple or serious traffic violations or accidents for the preceding two years may be required at the time of appointment.

COMPENSATION & BENEFITS

Salary Range for the Information Technology Technician

is \$73,756 to \$99,569 with placement in the range depending on qualifications. Pending Board approval, this range is subject to a Cost-of-Living Adjustment of 3.5% in January 2025.

In addition to a Pay-for-Performance program, District salaries are reviewed annually for a Cost-of-Living Adjustment (COLA) based on the Consumer Price Index for All Urban West Coast consumers (CPI-U).

The District's compensation package also encompasses an attractive benefits package that includes:

4/40 Work Schedule – The District observes a 4/40 work schedule with all employees on a Monday through Thursday work schedule.

Retirement – The District offers CalPERS, with Social Security. Benefit is 2% @ 55 for classic members and 2% @ 62 for new members as defined by PEPRA, subject to limitations set by PERS. Employee pays the employee portion.

Deferred Compensation Plan – The District offers enrollment in a pre-tax payroll deducted 457 plan with up to a 3% employer match, based on annual limits established by the Internal Revenue Service.

Health Insurance – Medical – The District provides medical insurance options for employees and dependents.

Dental/Vision Insurance – The District provides dental and vision coverage to employees and dependents.



Medical Cash Back Option – District provides \$400 per month as a cash back option for employees declining medical coverage providing, they submit proof of other group coverage.

Life Insurance – District pays for \$250,000 of employee life insurance. Additional supplemental life available to employees at their expense.

Social Security – District has contracted to continue employee participation in the US Social Security Administration’s (SSA) Old-Age, Survivors and Disability Insurance (OASDI) program.

Vacation Leave /Sick Leave – District offers generous vacation and sick leave benefits beginning at monthly accruals of 8 hours for new employees. In addition, each employee receives 10 hours of floating holidays per year, and additional paid days off between the Christmas and New Year’s holidays.

APPLICATION & SELECTION PROCESS

To apply for this excellent opportunity, please complete and return the IT Technician Application Form via email to hr@chwd.org

An initial review of application materials will take place on December 2, 2024, and the most qualified applicants will be invited to subsequent steps in the recruitment process.

Please direct all inquiries regarding the application process to:

Brittney Moore
Administrative Services Manager
Email: bmoore@chwd.org
Telephone:(916)725-6873

THE CITRUS HEIGHTS WATER DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER

