

**ADMINISTRATIVE SERVICES SPECIALIST
SPOKANE COUNTY WATER DISTRICT NO. 3
JOB DESCRIPTION**

Basic function: This position is responsible to provide administrative support to business operations to include:

In support of information systems and users, performs standard consulting, analyzing, programming, maintenance, installation and/or technical support. Under general supervision, maintain computers and/or telecommunication software/hardware, applications, support products, projects, or databases for networks, systems or programs. Performs standard tasks such as consulting with customers to identify and analyze technology needs and problems; responding to and resolving trouble reports from users; processing equipment and service orders; coordinating installations, moves, and changes; analyzing problems for parts of applications and solving problems with some assistance; supporting and enhancing existing applications in compliance with specifications and standards; conducting unit, system or usability testing; writing specifications and developing reports; developing and conducting application, software and/or system operation training for users; or serving as part of a problem solving team addressing more complex issues. Complex problems are referred to a higher level;

In support of administrative functions, assists in maintaining the financial records of the District by performing a variety of bookkeeping and support duties which are characterized by responsibility for tasks involving the application of office procedures and cash basis accounting principles typically implemented using proprietary software.

Supervisor: This position is supervised by the Assistant Manager. Work is assigned and carried out under general supervision. Duties are carried out independently with skill and accuracy; with reference to supervisor on recurring or unusual problems. Work includes assignments in specialized areas including Information Technology, ArcGIS integration and cash basis accounting principles.

Work Schedule: The District's normal office hours are Monday through Friday, 8am to 4:30pm. System emergencies may require the Crew Leader to be called to work as part of the crew to make urgent repairs or restore service.

Duties and Responsibilities:

"E" denotes duties and responsibilities that are essential to the position.

Systems support:

Provide computer support including hardware and software desktop support including questions from users. Install/upgrade/patch hardware/software, analyze and resolve software problems/error messages. E

Perform upgrades and maintenance of server hardware and software and telephony systems; install new servers and equipment; Troubleshoot network problems and issues. Manage system integrity and security through regular monitoring, virus scans, spam and malware updates and distribution to servers and workstations. Install, configure and upgrade PC/workstation hardware and software and provide support to District personnel. E

Prepare and update drawings, maps and other records pertaining to the water distribution system using mapping software; assists management to design and deploy technical aspects of complex water system improvement projects. E

Process incoming and outgoing requests for underground utility locates using the One Call system, supporting the District's participation in the damage prevention program. E

Support and maintain District integration with hosted services such as online bill pay and other business functions that utilize Cloud storage such as GIS files and access to utilization records. Assist in planning for implementation of decentralized access to maps and service records by crews working in field. E

Map proposed land subdivisions and developments for impact to the water system facilities utilizing modeling software, collaborates with management regarding requests by developers for system design by running multiple iterations of various design elements. Apply knowledge of District policies, procedures, and adopted standards during review of designs and plans for improvements and additions to water works facilities to ensure compliance with regulations. E

Prepares and updates drawings, maps and other records pertaining to the water distribution system; Prepares estimates to be used in the construction, relocation, maintenance, and repair of the water system. E

Prepares new service orders for water meter installations, maintains records, prepares special and ongoing reports, and coordinates the District's initiation and response to requests for location of pipelines and other buried facilities. Utilizes

computer applications to initiate underground facilities location requests, S.C.A.D.A. system controls, and in estimating costs for new services. E

Prepares a variety of periodic and special budget and financial reports for management. E

Administrative Support:

Respond to inquiries from contractors, other public agencies and officials, or the general public; explaining District and governmental policies, practices, procedures, guidelines, and standards, explains the provisions of plans and specifications, and requirements to private contractors; prepares estimates to be used in the construction, relocation, maintenance, and repair of the water system. E

Coordinates payroll processing by entering hours and preparing paychecks. Prepares and submits payroll reports. Prepares and initiates remittance of state and federal taxes, insurance premiums, and retirement contributions via electronic fund transfers, in accordance with processing timelines, deadlines, and other requirements. E

Utilizing proprietary accounting software, ensures accounting transactions are appropriately maintained and updated within the system, reports are verified and accurate using checks and balances methods, process requests for data extracts from the system, adjustments are processed using cash basis accounting techniques are applied and other related activities. E

Assist District office staff during periods of peak activity or when staffing levels are low to assist customers, process payments received by mail or in person, reconcile daily receipts, post payment activity to customer accounts, requests for service, prepare daily bank deposit, balance monthly bank statements, and process checks returned by the bank due to insufficient funds. Coordinate redemption of the returned check with the bank or the customer. E

Responsible for knowledge and practice of safety policies and procedures; attends and participates in safety meetings and trainings. Performs work in conformance with WISHA rules and regulations. E

Other Job Functions: Performs other job related duties as assigned; provide backup to office staff during absences.

Working Conditions: Work is performed primarily in an office setting; mental stress may occur when dealing with hostile, angry individuals on the telephone or in person.

Speaking, hearing, seeing, sitting, stooping, standing, and light lifting; use of hands to finger, handle, feel or operate equipment; reach with hands and arms. Physical ability to perform essential functions of the job.

Equipment Operated: Pick-up or sedan, telephone, radio, S.C.A.D.A. equipment, personal computer and related peripheral equipment, copy and fax machines, calculator and adding machine.

Minimum Qualifications

Knowledge, Skills and Abilities:

Knowledge of and ability to apply cash basis accounting principles, procedures, and practices. Ability to learn repetitive tasks; to understand and follow directions, use standard office machines, meet and deal effectively with the public; knowledge of modern office practices and procedures.

Advanced-level knowledge of Windows Systems, Microsoft Office, Microsoft Exchange Server, Windows 2008 Server. Knowledge of routers and firewall configurations. Knowledge of TCP/IP networking protocol and network commands. Knowledge of current and emerging technology and applicability and benefit to the District's operations and services.

Maintain written and automated records and reports; work independently with minimal supervision; communicate effectively, both orally and in writing, particularly in the technical language appropriate to water systems; maintain a good working relationship with contractors, property owners, the general public, and co-workers; physically perform the essential functions of the job.

Experience and Training:

Required Qualifications:

Three years of information technology experience such as analyzing, designing, programming, installing and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment, or providing customer or technical support in information technology in a related industry.

And

Two years of experience in business accounting or bookkeeping which demonstrates the required knowledge, skills and abilities.

Preferred Qualifications:

Bachelor's degree in Computer Science, Network Administration or related field.

Experience working with a water utility.

Special Requirements:

Possession of a valid Washington State Drivers License is required at the time of appointment.

Application Process:

Deadline to apply: Sunday, June 18, 2017.

Application process: the job announcement and application form are available at the District office located at 1225 N Yardley St, Spokane, WA 99212-7001 or email to SCWD3@comcast.net. Submit application form, cover letter and resume to the District Office by the application deadline.

Equal Opportunity Employer