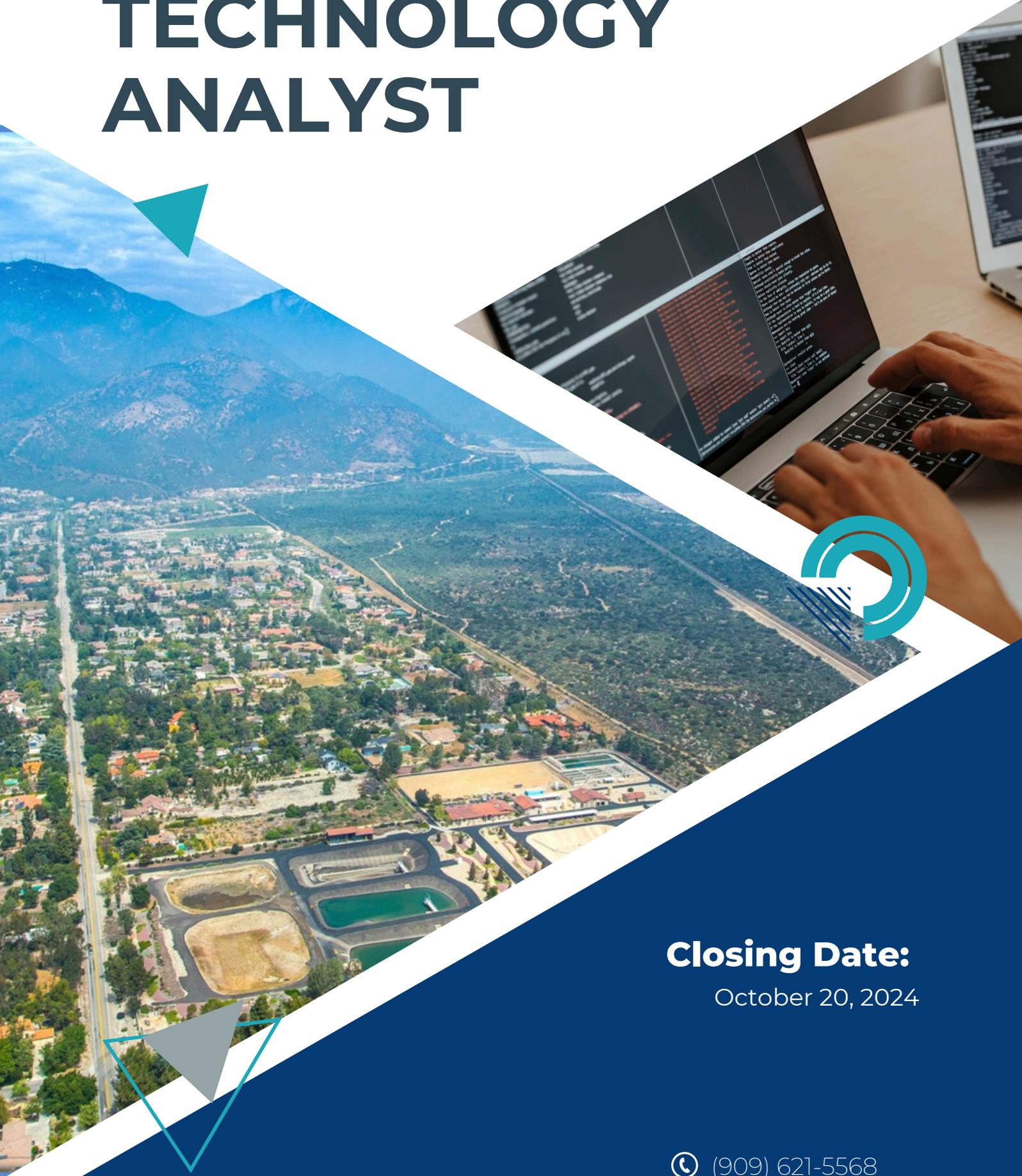




INFORMATION TECHNOLOGY ANALYST



Closing Date:

October 20, 2024

 (909) 621-5568

 [Threevalleys.com](https://www.threevalleys.com)



THREE VALLEYS MUNICIPAL WATER DISTRICT



ABOUT TVMWD

Three Valleys MWD (District/TVMWD) is a government agency that was formed by a vote of the people in 1950. It is one of the 26 member agencies of the Metropolitan Water District of Southern California (MWD) that is authorized to deliver wholesale water supplies from the Colorado River and northern California. The District gets its name from the three areas that it serves: the Pomona, Walnut, and East San Gabriel Valleys. There are 14 cities and water agencies that are within the TVMWD service area, which covers an area of 133 square miles and a population of over 500,000. The District's annual budget is \$80 million, with the majority of the expenses associated with the purchase and sale of water. A publicly elected, seven-member Board of Directors presides over TVMWD.





JOIN THE TEAM!

Elevate Your IT Career! Are you a skilled IT professional ready to take on user-support challenges, manage system performance, and support projects across diverse platforms?

Join our close-knit team and grow your skills in a flexible work environment with fantastic benefits—enjoy 4-day work week and the option to telecommute. If you're looking to advance your IT career, we want to hear from you!

MEET OUR TEAM



Marissa Turner

Adm/Comms Assistant

"Working at TVMWD is more than just a job, it's a career and the place you want to retire from. The management team supports their staff and promotes a positive working environment for you to grow. The people you meet here aren't just coworkers, they become your second family."

Sylvie Lee

Chief Water Resources Officer

"I enjoy working at Three Valleys, every single day – even on those challenging days. We have an awesome culture – from the top to all the staff, including our Board of Directors, General Manager, and all my colleagues."

Brian Pen

Water Resources Analyst

"Three Valleys has been an absolute pleasure to work at! As a relatively new member of the Three Valleys team, I have been warmly welcomed kindly by my coworkers and find have that I learned something new each day I come walk into the office."



Jon Larson

Shift Operator

"Three Valleys is a great place to work, it has a friendly environment. You will work with very knowledgeable people in the industry. The atmosphere you get while working here is more of a close-knit and it's a place where you want to retire from."

Karen Harberson

Compliance Specialist

"A "job" became a fulfilling career, thanks to the incredible support, resources, and opportunities to engage with new technologies, alongside creative, fun, and knowledgeable colleagues with a common-sense approach."

Dom Aguiar

Operations Supervisor

"Working in TVMWD you get the small-town feel, great culture, and opportunities to further your professional growth."

ESSENTIAL FUNCTIONS

- Provides primary on-site technical support for systems, communications, software, and hardware issues.
- Manages and prioritizes IT support requests, with a focus on resolving internal issues promptly and efficiently.
- Answers questions and responds in a timely manner; provides technical support and information, assistance, and training over the phone and in person related to IT issues.
- Provides timely status updates to clients and colleagues on technology problem resolution, identifying the root cause of the problem, recommended solution, workarounds, cost impacts, and anticipated date of resolution.
- Setup, configure, and deploy District hardware replacements including workstations, laptops, and tablets.
- Supports the system backup, restore, and scheduled testing processes.
- Assists in developing and updating system documentation, software catalog, business process diagrams, instructional and procedural manuals.
- Manages and supports telephone and voice communications services.
- Configures telecommunication devices for employees; participates in adds, moves, and changes to telephone equipment.
- Assists the Information Technology Manager with IT software and hardware procurement.
- Coordinates and facilitates IT related training for staff.
- Coordinates and manages the e-waste and surplus inventory processes.
- Assists in updating and maintaining the District's website and Intranet, including content development and design.
- Participates in disaster recovery planning and operations.
- The Information Technology Manager with IT software and hardware procurement.
- Coordinates and facilitates IT-related training for staff.
- Coordinates and manages the e-waste and surplus inventory processes.
- Assists in updating and maintaining the District's website and Intranet, including content development and design.
- Participates in disaster recovery planning and operations.
- Installs new software releases and system upgrades; evaluates and installs patches; maintains data files and monitors system configuration to ensure data integrity.
- Builds and maintains positive working relationships with co-workers, vendors, and the public using principles of good customer service.
- Assists in special projects and coordinating activities with the Information Technology Manager.
- Provides analytical support to District technology programs in diverse capacities ranging from complex user support to technology system development, implementation, and administration.
- Supports the development and implementation of technology-related policies, procedures, and standards.
- Conducts research and stays current on current trends and innovative solutions for technology programs; recommends innovative technologies that would improve the operational effectiveness or services to client departments.
- Observes and complies with all District and mandated safety rules, regulations, protocols and policies.
- Evaluates, recommends, installs, and configures network hardware, cabling, and other wiring equipment; installs communications devices in accordance with established protocols.
- Performs related duties as assigned.

THE POSITION

The Information Technology Analyst position will provide professional analytical support to District technology programs in diverse capacities ranging from responses to complex user-support problems to technology system development, implementation, and administration; monitors systems to ensure performance and reliability standards are met; collaborates with team members to integrate systems across multiple operating platforms and technologies; performs specialized duties in support of an assigned technology program area; and performs related duties as assigned.



THE RIGHT CANDIDATE

TVMWD is seeking an IT professional who will lead in promoting and enhancing the District's core values. The ideal candidate will have a proven track record of excellent customer service and a wide range of IT skills, creating an environment where people can excel. This person will thrive in a smaller, supportive team setting, take ownership of their work, and approach challenges with dedication, and a commitment to excellence. They will show a sense of humor while also respecting all colleagues and stakeholders, regardless of differing views and abilities. A knack for managing multiple tasks and making sound decisions in prioritizing assignments is essential.



REQUIREMENT & QUALIFICATIONS



EDUCATION & EXPERIENCE

The IT Analyst will possess a combination of education and experience equivalent to:

- Five (5) years of professional and analytical information technology experience.
- Bachelor's degree in information technology, computer science, or related business field from an accredited college or university.



PHYSICAL DEMANDS & PHYSICAL CONDITIONS

Requires the ability to receive, understand, and act upon verbal and written communication from others, and to communicate with others. Requires ability to use hands and fingers to handle or feel objects, tools, or controls; to reach with hands and arms; to sit and stand; and to talk and hear. Must be able to carry, push, pull, reach, and lift equipment and parts up to 25 lbs. and heavier weights with the use of proper assistance.

Must be able to participate in job-related activities at times other than normal business hours, i.e., evenings and weekends, and at various locations that will require operating a motor vehicle.

COMPENSATION & BENEFITS



The IT Analyst salary range is **\$69,738 - \$111,580 annually**. In recognition of the value its employees deliver to the District, TVMWD offers a comprehensive Benefits Program which includes:

- **Work Schedule:** Four 10-hour days, Monday through Thursday
- **Telecommuting Opportunities:** Up to 1 day per week, depending on job duties (only after 6 months of service) and in accordance with the policy
- **CalPERS Retirement:** 2%@62 formula for PEPPRA employees; 2%@55 for Classic employees. Employees pay 7% - 7.75%. TVMWD does not participate in Social Security but does participate in Medicare
- **Deferred Compensation:** Two plans are offered to employees: 401(a) – TVMWD a match of employee contributions up to \$500 per month (\$6,000/year) and a 457 voluntary plan where employees can elect to deferred compensation pre-and/or post-tax up to the IRS limits.
- **Medical:** Employees may elect from Anthem Blue Cross PPO, High Deductible PPO, HMO, and Kaiser HMO plans. Employees pay 0-5% of medical premiums for individual/couple/family.
- **Dental & Vision:** Full coverage for employee and family at no cost employees.
- **Employee Assistance Program (EAP):** Available to employees and their families at no cost to employees.
- **Health Reimbursement Arrangement (HRA):** TVMWD pays \$1,000 annually for out-of-pocket health related expenses not covered by insurance
- **Health Savings Account (HSA):** TVMWD contributes up to \$800/annually into an HSA account for employees who select a high deductible plan.
- **Short/Long Term Disability (STD/LTD):** TVMWD pays 100% of premiums.
- **State Disability Insurance (SDI):** TVMWD pays State Disability Insurance.
- **Life Insurance:** TVMWD offers 2x the annual salary up \$300,000
- **Holidays:** 12 days per year, including up to 3 floating holidays (non-probationary employees)
- **Sick Leave:** 96 hours per year
- **Vacation:** 80 per year
- **Tuition Reimbursement:** Up to \$5,000 per year
- **Wellness:** On-site gym available and more
- **Other Benefits Include:** Telephone reimbursement, Jury Duty coverage, Flexible Spending Account (FSA), Retiree Health, and Supplementary life insurance

For a list of all benefits offered by TVMWD please visit:
www.threevalleys.com



APPLY NOW!

The final filing date is Sunday, October 20, 2024, at 11:59 PM PST. To be considered for this exciting and rewarding career opportunity, please submit your completed District application and resume via email to the Human Resources department at vrobles@tvmwd.com. Applicants may obtain an application by visiting www.threevalleys.com.

Communication regarding the recruitment process will be sent to the email address listed on your application.

Note: The information contained in this job announcement is in abbreviated form. This is NOT an offer of employment and is NOT a complete list of the terms and conditions which affect District employment. Persons selected for employment will be required to pass a medical examination. They will also be required to present documents establishing personal identity and the legal right to work in the United States. Employment is contingent upon the successful completion of this process.



GET IN TOUCH



**Human Resources Department
Viviana Robles
vrobles@tvmwd.com
(909) 293-7030**

