



JULY 2012
FLSA: NON-EXEMPT

DATA MANAGEMENT TECHNICIAN I/II

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under direct or general supervision, performs a variety of technical level duties in support of assigned departmental software application and/or system components; conducts training to users of assigned data management systems; responds to requests for assistance from system users and resolves operational problems; creates and runs reports and schedules for department staff; and performs a variety of specialized technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisor or management staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This class series works in the Information Technology Department, to support a District department or multiple District departments in the daily oversight of mission critical, department-wide software application(s) and system(s) including maintenance, modification, process customization, training, and report development. Incumbents participate in needs analyses and detailed review of various computer technology options necessary to automate departmental processes and facilities. Function as a liaison and effective communicator between the IT Department and other departments which they serve. This class is distinguished from the Information Technology Analyst class series in that the latter is responsible for performing professional-level duties ranging from routine to complex in-depth information technology assignments requiring business-planning expertise in one or more specific functional area(s) to which assigned.

Data Management Technician I – This is the entry-level class in the Data Management Technician series and works under direct supervision. This class performs the more routine tasks and duties assigned to positions within the series. Incumbents are required to have a significant level of prior experience in their area but are not expected to function with the same amount of system and program knowledge or skill level as incumbents in the Data Management Technician II level, and usually exercise less independent judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the “II” level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Data Management Technician II – This is the full journey level class in the Data Management Technician series performing the full range of technical support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Data Management Technician I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual

situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed at critical points of assigned projects for soundness of technical judgment and to determine if desired overall objectives have been achieved. Positions in this class series are flexibly staffed and positions at the Data Management Technician II level are normally filled by advancement from the Data Management Technician I level.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Support assigned departmental or enterprise software application(s) and system(s) maintenance, upgrade activities and system integration to leverage the District's array of data management tools; capture mission critical data via computer and paper output for assigned department staff; provide technical expertise related to assigned system components and/or application.
- Maintain database(s) for assigned function or program area; maintain system codes, departmental information, and related data, identification numbers, and codes.
- Prepare monthly, quarterly, annual, and other reports as required and requested; develop and run Excel spreadsheets and queries.
- Develop, prepare, and provide training manual material for assigned applications and systems; develop and conduct training in assigned area of responsibility.
- Create and maintain user accounts for assigned databases and system components; request user accounts and privileges for access and security.
- Participate in inter-agency and industry user groups to maintain awareness of improvements in industry practices in the assigned areas.
- Perform related duties as required.

Geographic Information Systems (GIS) Functions:

- Perform Geographic Information Systems (GIS) development duties; participate in the translation of CAD files to GIS format including creation and attribution of relational data per data design standards; research and analyze consultant, District, and third-party project drawings to determine accurate geo-reference and attribution of data; version, correct, and update Facility Atlas (FA) data.
- Perform GIS administration duties; maintain GIS database to ensure accuracy of data storage and retrieval for District GIS applications and products; administer FA application including integration with Electronic Document Management System (EDMS) and Plant Design System (PDS); create, update, and maintain GIS and other related data in relational database; advise and assist Information Technology staff in creating database instances; initiate and monitor GIS data versioning and metadata; participate in the development, implementation, and administration of GIS standards, flow charts, and Standard Operating Procedures to document work processes.
- Perform GIS support duties; create and update FA user guides; provide on-going FA user support; advise and assist Engineering and other departments on GIS issues including GPS data collection and GIS data conversion, storage, and display; analyze user needs to produce and oversee the production of maps, tables, charts, and reports for engineers and others in electronic formats or hard copy; work with staff to ensure accurate and effective presentation of information.
- Assist in establishment of change management policies and procedures development; work with staff and consultant to develop and test procedures for data request, engineering project data inputs, and FA data error tracking that require changes to the GIS database; track project initiation, updates, and completion as these affect the GIS.
- Assist in project management activities; participate in the development and completion of agendas, minutes, action items, and task directives for various District projects; prepare written and oral reports

on test outcomes.

- Provide some basic systems software support; recommend installation of GIS-related software programs; participate in system upgrades and testing.

Engineering Data Management System (EDMS) and Workflow Functions:

- Administer the Engineering Data Management System (EDMS) and Workflow components of the Facility Record & Engineering Drawing (FRED) system.
- Perform duties as requested; cleanup project number/titles in EDMS database; quality check returned drawings for proper indexing of files; perform various auditing and ad hoc reporting functions.
- Participate in the development, deployment, and enforcement of EDMS and Workflow standards.
- Maintain EDMS parameters including document classes, custom properties, controlled value lists, and default item access list.
- Assist, create, troubleshoot, and perform bulk loading of documents into EDMS.
- Participate in the analysis and planning for the introduction of new business process definitions into the Workflow application as well as new EDMS and Workflow projects and or product releases.

Computerized Maintenance Management System (CMMS) functions:

- Support CMMS software maintenance, upgrade activities and system integration; gather and administer information for asset creation; create new asset records; update the CMMS system with quality-controlled Equipment Information Datasheets (EID) create new numbers, codes, and descriptions; delete unused numbers and records; create loop numbers and loop tag numbers assets; create and delete preventive maintenance schedules.
- Maintain CMMS database for assigned function or program area; maintain system codes, asset information, and master loop and loop tag numbers.
- Develop and schedule Crystal reports; create, modify and maintain ad-hoc and frequency based reports; develop and run Excel spreadsheets and queries.
- Participate in reinvention related projects; create new records; coordinate with District field staff, engineers, and consultants on diagrams, area reconciliation and quality assurance/quality control spreadsheets; redline P&ID and single line drawings and loops, as necessary for identification and upgrades; update process and instrumentation diagrams, and asset data records for projects and in-field modifications; rectify any discrepancies in the field.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of electronic data management systems.
- Work processes, operations, services, principles, methods, materials, activities and technical aspects related to the functional area of assignment.
- Operational characteristics of equipment, tools, and apparatus used in assigned trade.
- Basic operational characteristics of network systems including networking principles and protocols.
- Application systems administrative operations and practices.
- Methods, techniques, and applications of assigned systems and applications.
- Principles and practices used in establishing and maintaining files and information retrieval systems.
- Basic principles and practices of computer and information systems.
- Principles and practices of customer service.
- Principles and practices of record keeping.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases including operational characteristics of database systems.
- Personal computer hardware and software components.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform a variety of technical duties in support of assigned systems hardware and software.
- Participate in capturing and maintaining data pertaining to the assigned functional area.
- Conduct training and provide support for electronic data management system users.
- Read, understand, and interpret a variety of computer instruction and training manuals.
- Perform the full range of maintenance and repair duties associated with assigned trade.
- Inspect, troubleshoot, diagnose, and repair malfunctions related to assigned area.
- Read, interpret, and understand plans, schematics, technical manuals, diagrams, blueprints and drawings.
- Understand and utilize dialog box options, and program code structures.
- Digitize graphic data.
- Convert coordinate systems and datum for automated maps in a variety of formats.
- Respond to and identify user computer-related problems.
- Troubleshoot, diagnose problems, and provide technical support for assigned software, hardware, and peripherals.
- Communicate technical information to a wide variety of users.
- Document procedures, guidelines, and standards.
- Operate personal computers, printers, and other peripheral equipment.
- Operate supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Perform mathematical calculations.
- Compile information and data from multiple sources.
- Prepare clear and concise reports.
- Plan, prioritize, and review work requests.
- Work independently and as a member of a team.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

Data Management Technician I

1. High school diploma or equivalent supplemented by college level or trade school course work in engineering, information systems, computer science, or a related field; AND
2. Three (3) years of related experience to include experience performing a variety of technical level duties in support of departmental software application and/or computer systems/components.

Data Management Technician II

1. High school diploma or equivalent supplemented by college level or trade school course work in engineering, information systems, computer science, or a related field; AND
2. Three (3) years of increasingly responsible experience performing duties at a level comparable to a Data Management Technician I with the District.

License or Certificate:

- Possession of a valid California class C driver's license.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.