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 or direction, performs a variety of technical level duties for a department in support of assigned software application(s) and/or system components; conducts training to users; responds to requests for assistance from system users and resolves operational problems; creates and runs reports, schedules, and/or maps for department staff; maintains electronic records and libraries; and performs a variety of specialized technical tasks related to assigned area of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direct or general supervision or direction from the assigned supervisory and/or managerial 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 provision of mission critical, department-wide software application(s) and system(s) including production, 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. Incumbents function as a liaison to facilitate communication between the IT Department and the departments they serve. Positions at this level receive 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. 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 classification is the first of two (2) levels within the data management job 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.

**Data Management Technician II** – This classification is the second of two (2) levels within the data management job series performing the full range of technical support duties with only occasional instruction or assistance. 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.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS**  (Illustrative Only)

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.

- Supports 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; captures mission critical data via computer and paper output for assigned department staff; provides technical expertise related to assigned system components and/or application.
- Ensures established safety precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Maintains database(s) for assigned function or program area; maintains system codes, departmental information, and related data, identification numbers, and codes.
- Maintains and administers electronic records and libraries.
- Prepares monthly, quarterly, annual, and other reports as required and requested; develops and runs Excel spreadsheets, queries, maps and/or CAD drawings/diagrams.
- Develops, prepares, and provides training manual material and/or tutorials for assigned applications and systems; develops and conducts training in assigned area of responsibility.
- Creates and maintains user accounts for assigned databases and system components; requests user accounts and privileges for access and security.
- Participates in inter-agency and industry user groups to maintain awareness of improvements in industry practices in the assigned areas.
- Provides customer service, responds to inquiries from staff and the public; provides information and assistance within the scope of assignment.
- Performs related duties as assigned.

**Geographic Information Systems (GIS) Functions:**

- Performs Geographic Information Systems (GIS) development duties; participates in the translation of CAD files to GIS format including creation and attribution of relational data per data design standards; researches and analyzes consultant, District, and third-party project drawings to determine accurate geo-reference and attribution of data; versions, corrects, and updates Facility Atlas (FA) data.
- Performs GIS administration duties; maintains GIS database to ensure accuracy of data storage and retrieval for District GIS applications and products; administers FA application including integration with Electronic Document Management System (EDMS) and Plant Design System (PDS); creates, updates, and maintains GIS and other related data in relational database; advises and assists Information Technology staff in creating database instances; initiates and monitors GIS data versioning and metadata; participates in the development, implementation, and administration of GIS standards, flow charts, and Standard Operating Procedures to document work processes.
- Performs GIS support duties; creates and updates FA user guides; fulfills map requests; provides ongoing FA user support; advises and assists Engineering and other departments on GIS issues including GPS data collection and GIS data conversion, storage, and display; analyzes user needs to produce and oversee the production of maps, tables, charts, and reports for engineers and others in electronic formats or hard copy; works with staff to ensure accurate and effective presentation of information.
- Assists in establishment of change management policies and procedures development; works 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; tracks project initiation, updates,
and completion as these affect the GIS.
➢ Prepares written and oral reports on test outcomes.
➢ Maintains, validates and updates asset information for inventories and mapping.
➢ Provides some basic systems software support; recommends installation of GIS-related software programs; participates in system upgrades and testing.

**Engineering Data Management System (EDMS) and Workflow Functions:**
➢ Administers the Engineering Data Management System (EDMS) and Workflow components of the Facility Record & Engineering Drawing (FRED) system.
➢ Performs duties as requested; cleans up project number/titles in EDMS database; quality checks returned drawings for proper indexing of files; performs various auditing and ad hoc reporting functions.
➢ Participates in the development, deployment, and enforcement of EDMS and Workflow standards.
➢ Maintains EDMS parameters including document classes, custom properties, controlled value lists, and default item access list.
➢ Assists, creates, troubleshoots, and performs bulk loading of documents into EDMS.
➢ Participates 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.
➢ Assists in the development and documentation of CAD standards and creation of template files.
➢ Determines if plan submittals comply with the District’s Computer Aided Design standards, flags deficiencies and assists in correcting drawings and drafting issues; maintains record of changes.
➢ Generates, reviews and/or updates engineering CAD drawings and diagrams, completes drafting assignments and research data.
➢ Processes paper and digital submittals into SharePoint EDMS; maintains Engineering Library.

**Asset Management System (AMS) Functions:**
➢ Supports AMS software maintenance, upgrade activities and system integration; gathers and administers information for asset creation; creates new asset records; updates the AMS system with quality-controlled Equipment Information Datasheets (EID); creates new numbers, codes, and descriptions; deletes unused numbers and records; creates loop numbers and loop tag numbers assets; creates and deletes preventive maintenance schedules.
➢ Maintains AMS database for assigned function or program area; maintains system codes, asset information, and master loop and loop tag numbers.
➢ Develops and schedules electronic reports; creates, modifies and maintains ad-hoc and frequency based reports; develops and runs Excel spreadsheets and queries.
➢ Participates in reinvention related projects; creates new records; coordinates with District field staff, engineers, and consultants on diagrams, area reconciliation and quality assurance/quality control spreadsheets; redlines P&ID and single line drawings and loops, as necessary for identification and upgrades; updates process and instrumentation diagrams, and asset data records for projects and in-field modifications; rectifies any discrepancies in the field.

**QUALIFICATIONS**

Knowledge of:
➢ Basic principles and practices of electronic data management systems, database concepts, AutoCAD, Geographical Information Systems (GIS) and/or work collaboration software, such as SharePoint.
➢ Work processes, operations, services, principles, methods, materials, activities and technical aspects related to the functional area of assignment.
➢ Basic knowledge of civil, mechanical, structural, electrical or sanitary engineering plans, drawings and schematics.
➢ Basic understanding of the principles of surveying and coordinating systems.
➢ Knowledge of electronic report-writing tools and data-extraction/manipulation languages (i.e. SQL).
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 and techniques of operating and troubleshooting 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 record keeping.
Modern office practices, methods, and computer equipment and applications related to the work, including word processing, spreadsheets, and databases including operational characteristics of database systems.
Personal computer hardware and software components.
English usage, grammar, spelling, vocabulary, and punctuation.
Principles and practices of customer service and techniques for effectively communicating 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.
- Respond to and identify user computer-related problems, troubleshoot and diagnose problems and perform maintenance and repair duties for assigned hardware/software.
- 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.
- Communicate technical information to a wide variety of users.
- Document procedures, guidelines, standards and work products.
- Utilize a computer, relevant software applications and/or other equipment.
- Work extended hours, including nights, weekend and holidays when necessary.
- Work independently in the absence of supervision.
- Adhere to safe work practices and procedures in the workplace.
- 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.
- Effectively 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 G.E.D., supplemented by college level or trade school course work in engineering, information systems, computer science, or a related field; AND
2. Two (2) 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 G.E.D., supplemented by specialized training or coursework in engineering, information systems, computer science, or a related field; AND
2. Five (5) years of work experience in geographic information, computerized maintenance management or engineering data management systems.

Licenses and/or Certifications:
➢ None.

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; ability to travel to various District sites, projects and/or meetings; 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 10 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.