SAN DIEGO COMMUNITY POWER

OPEN POSITION ANNOUNCEMENT!

IT Associate Level I or II based on candidate experience

Open until filled. Posted 11/18/2022
San Diego County – hybrid work schedule set by SDCP

About the role: San Diego Community Power (SDCP) seeks an Information Technology (IT) Associate to serve as the primary help desk technician responsible to provide outstanding customer service, technical phone support, documentation, configuration, installation and maintenance of laptop computers and peripherals and potential mobile device configuration. Will also conduct service level reporting, technical problem resolution, problem escalation, technical project participation, system monitoring, security procedures, NIST compliance, SharePoint configuration and management, tech asset management, and audio/visual support at meetings.

The role will be responsible for maintaining a close working relationship with our business vendors, customers partners to implement software, drive resolution and advance proactive efforts to improve customer satisfaction with technology services. The position will work directly with SDCP's existing IT consultant and will manage the IT consultant contract that provides additional technical support to the organization. Further, the position will be directly responsible for the annual development and ongoing management of the IT budget. This role reports to the Finance Manager.

Who is San Diego Community Power?

San Diego Community Power is a community-owned organization that provides affordable clean energy and invests in the community to create an equitable and sustainable future for the San Diego region. We aim to be a global leader, inspiring innovative solutions to climate change by powering our communities with 100% clean affordable energy while prioritizing equity, sustainability, and high-quality jobs. We are a values-led, mission driven organization grounded in Justice/Equity/Diversity/Inclusion (JEDI), Impact, Integrity, Innovation, Servant Leadership, and Togetherness.

Our History

San Diego Community Power was formed in 2019 as a public, not-for-profit community choice aggregator (CCA) in the San Diego region. We began electric service in 2021 and serve five member agencies: San Diego, Chula Vista, Encinitas, La Mesa and Imperial Beach, with the unincorporated communities of the County of San Diego and the City of National City joining in 2023. SDCP was formed to bring local control and customer choice to San Diego while also providing clean and renewable energy at competitive rates. By the end of 2023, SDCP will provide electricity for half the electric load in San Diego Gas and Electric's

service territory and will be the second largest CCA in California. For more information, please visit SDCommunityPower.org.

Commitment to Diversity

At SDCP, we value diversity and are committed to creating an inclusive environment for all employees. We represent a diverse customer base and intend to hire employees that reflect our communities. We provide equal employment opportunities to all applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Essential Duties and Primary Responsibilities

- Maintain appropriate technical knowledge required to resolve technical issues, relating to software applications, workstations, laptops, and printers.
- Perform help desk functions ensuring a high level of customer service. Respond to phone calls and e-mails related to problems involving all major computer applications, systems, workstations, and printers; provide technical and procedural assistance and recommend solutions to correct malfunctions.
- Apply continuous improvement approach to enhance IT asset management, and track IT assets throughout their lifecycle. Ensures asset procurement process efficiencies, suggesting enhancement/automation improvements. Tracks IT inventory assets on Monday.com
- Document and create IT procedures in conjunction with BrenTech Support, the external IT consultant. Promote and explain such procedures with the team.
- Perform remote troubleshooting through diagnostic and questioning techniques.
- Coordinate the deployment and ordering of technology equipment, including PCs and laptops and other equipment using appropriate imaging and deployment tools with the office Administration team, Including new hires equipment setup – laptops, logins, email, printers etc.
- Provide audio/visual support for team meetings on site and as needed in remote locations. Provide training to staff so that they can learn how to use tools.
- Follow the U.S. Commerce Department's National Institute of Standards and Technology (NIST) Cybersecurity Framework, a voluntary IT security framework based on standards, guidelines, and practices to reduce cyber risks to critical infrastructure.
- Coordinate with IT Vendors to ensure system security, integrity, user access rights and provide periodic IT security training to staff.
- Perform and monitor regular housekeeping procedures including data backup.
- Assist with testing of new equipment and systems.
- Perform daily and long-term operational and strategic management of the IT assets (hardware, software, licenses, warranties). Prepare reports on the operation of systems and services.
- Plans, monitors, and records hardware assets and/or software licenses, ensuring warranties and compliance. Works with hardware vendors to resolve equipment failures/problems.
- Manages all aspects of SDCP's IT consultant contract and coordinates the processing of IT consultant invoice processing with the Finance Department.
- Manages SDCP's SharePoint including the governance and configuration of folder and file structures and the ongoing maintenance of folders and files.
- Manages the SDCP IT budget which includes annual development of the budget and ongoing monitoring to ensure that expenses are within the budgeted plan.
- Will assist with the rollout and installation of new software programs/applications. The IT Associate will provide guidance as needed. Coordinate with Board Clerk on all IT requirements necessary for off-site board meetings including recording, livestreaming, and remote participation.
- Attend Board meetings, after hours events up to two (2) times per month after 5:00 p.m. and/or occasional weekends and other related meetings, as needed.
- Perform other related duties and responsibilities as required.

Knowledge, Skills, and Abilities

- Previous experience providing IT Support for Microsoft Windows Desktop Operating Systems, Windows Server Operating Systems, and Office 365 is required.
- Computer hardware and software troubleshooting knowledge and experience.
- Verifying and reconciling IT invoices and tracking IT expenses to budget.
- Conduct periodic IT security audits, including installing monitoring, and reporting clients for audit purposes.
- Ability to provide direction and execute initiatives and be a motivated self-starter.
- Ability to multitask, work under pressure, take initiative, and acquire and apply technical skills, as necessary.
- Demonstrated organizational skills needed.
- Strong interpersonal and communications skills, in writing and verbally.
- Ability and experience in executing strategic asset management processes successfully.
- Ability to work well in a team atmosphere.

REQUIRED SKILLS

- Certification in an appropriate field (information technology, computer science, systems management, CompTIA A+, N+, S+, MCP 365, or related discipline).
- IT security framework knowledge of standards, guidelines, and practices to reduce cyber risks to critical infrastructure.
- Experience with technology governance and process improvement; track, monitor, and audit information technology assets.
- Positive, collaborative, supportive team member excited to work with diverse teams and communities.
- Strong commitment to sustainability, community energy, and mission driven work.
- Critical thinking skills, including a high tolerance for uncertainty and the ability to identify issues and propose solutions.
- Integrity, professionalism, and confidentiality
- Ability to travel to occasional meetings and local community events. Must have access to reliable transportation, and if driving an automobile, a safe driving record. SDCP reimburses mileage expense at the IRS mileage rate.

Level I IT Associate Experience: Minimum two (2) years of information technology work experience performing duties such as providing hardware and software training; identifying and resolving hardware and software problems; writing queries; participating in the validation of system data, interfaces, and functionality; and/or implementing a variety of applications;

Level II IT Associate Experience: Minimum three (3) years or more years of information technology work experience performing duties such as providing hardware and software training; identifying and resolving hardware and software problems; writing queries; participating in the validation of system data, interfaces, and functionality; and/or implementing a variety of applications and the ability to formulate, deliver, and coordinate end user training and IT systems administration experience at a more advanced level.

Work Environment & Conditions

Prolonged periods sitting at a desk and working on a computer. The position occasionally requires sufficient strength and coordination of lifting, pushing, pulling and/or carrying the 35 lbs. weight of computer systems equipment. It also requires bending, stooping and/or crawling to install or repair computer systems hardware. Occasional local travel may also be required.

At SDCP we work in the communities we serve and in the office. SDCP works to ensure a safe and healthy workplace for employees and our communities. SDCP requires employees to be fully vaccinated for COVID-19. Exemptions to the vaccine requirement will be considered for individuals with medical conditions that prevent them from being vaccinated and for individuals with sincerely held religious beliefs that prohibit them from being vaccinated, consistent with governing labor laws.

SDCP is an agency required to adopt and promulgate a Conflict of Interest Code ("COI") A candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at the discretion of SDCP as needed.

Compensation Starting Salary Range:

Position starting range based on level:

IT Associate Level I $33.46 to $36.88 Hourly ($69,600 to $76,700 if annualized)

IT Associate Level II $39.52 to $51.35 Hourly ($82,200 to $106,800 if annualized)

Benefits: Standard benefits package including but not limited to:

Insurance: SDCP offers group health benefits, including medical, vision, and dental insurance, for eligible FT employees. SDCP provides health subsidy support towards the employee elected coverage. Also provided is a $100,000 Life & AD&D policy, STD and LTD coverage that is 100% paid by SDCP.

Retirement: SDCP offers a 457(b) plan for employee contributions and contributes 10% of eligible compensation to the employee's Money Purchase Plan.

Paid Time Off: 11 holidays per year + paid winter holiday *(between 12/24-12/31)*, 160 hours of accrued paid time off per year *(increases with time in service)*, and 96 hours per year of accrued paid sick leave.

How To Apply

Applicants must submit their resume, cover letter, and references using the "Apply today" functionality on our Career Opportunities webpage at:

SDCommunityPower.org/about/career-opportunities

SAN DIEGO COMMUNITY POWER IS AN EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND AMERICAN DISABILITIES ACT (ADA) EMPLOYER.