What is it like to work in Information Technology?

What is Information Technology?

Information Technology or IT, can be defined as the use of computers (hardware and software) to manage information. At CFPUA, workers use and depend on information technology every day to store, protect, process, secure, transmit, receive and retrieve information. Everything from making notes on customer accounts to paying invoices, processing work orders for water/sewer repairs, monitoring pumps & equipment and so much more is done using computers.

Keeping it all connected...

IT is an exciting job - there are all kinds of cool gadgets and technological products and equipment but getting them to all work together can be a difficult task. CFPUA has lots of different buildings and facilities that all need to be connected to one another. Some employees also need specific programs or products in order to perform their job. The IT Division is responsible for keeping the computers, telephones, programs, website, e-mail and connections working between all of the buildings. They also have to make sure the Internet is working so our customers can see their accounts, pay their bills and get other important information that's posted on our website. CFPUA's IT Division works very hard to get all the components to work together.
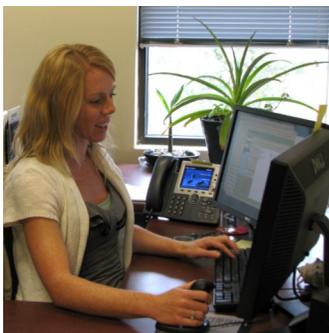
The Network Administrator makes sure the connections to the Internet, telephones and all of CFPUA's buildings are working properly.

What do they do?

CFPUA's IT Division is made up of seven employees. Each staff member has completed high school and at least 4 years of college. The majority of their college classes were made up of computer classes specific to the job they do. Here's a quick look at IT's job responsibilities:

- The **Network Administrator** is responsible for making sure the **connections** to the Internet, telephones, and connections to our other buildings are all working properly. He is also in charge of making sure that the bad things (**viruses**) stay out and the good things (CFPUA's documents) stay in.

- The **Server Administrator** is responsible for 32 **servers** (really big computers), making sure they work every day, and making sure the CFPUA's **data** is backed up just in case a server breaks. She also maintains CFPUA website: http://www.cfpua.org .

- The **SCADA Administrator** is in charge of making sure all of the programs that CFPUA employees use to **monitor** and **control** the **equipment** (all over the City and County) work properly to help identify water leaks and prevent sewer spills.

- The **Information Technology Analyst** helps **create reports** of the CFPUA financial (how we pay our bills) system, and billing (how we get paid for water and sewer service we provide to our customers) system for other departments in the organization.

- The **Geographical Information Systems (GIS) Specialist** has the responsibility of maintaining a very **detailed mapping** program to help employees see (on a map) all of CFPUA's customers and **assets**. Assets include: water meters at customer's homes and businesses, the big water towers you see around town, the underground water lines that send water from the water plants to your home, the equipment that is used daily to transport wastewater from people's homes and business to the wastewater plants just to name a few.

- The **Helpdesk Technician's** job is to **answer questions** about **software programs** used and to fix the more than 300 computers used by CFPUA employee's.

- Lastly, the **Information Technology Manager** oversees all of the day-to-day operations of the IT Division and its staff members. He is also responsible for planning technology related projects and finding **technology solutions** for CFPUA.

The GIS Specialist maintains a very detailed mapping program of all CFPUA's customers and assets.

So, if you like working with computers and technical gadgets and have good problem solving skills, then a job in the field of Information Technology may be right for you.