



NOTICE OF JOB OPENING
INFORMATION SERVICES TECHNICIAN I
(Safety Sensitive Position)

Opening Date: December 28, 2020

Closing Date: January 4, 2021 or Until Filled

Classification: Grade 7 Non-Exempt (\$22.89 per hour-entry)

Summary of Job Duties and Responsibilities: Assists in providing technical assistance to personal computer users; assists in analyzing PC application/hardware needs of users; maintains help desk tracking system; maintains records and provides support for information services; purchases, configures, sets up, and maintains computer and audio visual/electronic equipment; assists users; performs other essential duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of Windows Desktop OS fundamentals.
- Knowledge of Cisco UC environment (Call Manager, Unity Connection, etc.).
- Knowledge of Apple iOS.
- Knowledge of PC operating systems and command structures.
- Knowledge of general-purpose application software i.e., Access, Excel, Microsoft Word, etc.
- Ability to do minor hardware repairs i.e., install replacement disks, boards, etc.
- Ability to train users on use of general application software i.e., Microsoft Office.
- Ability to effectively communicate verbally and in writing.
- Ability to troubleshoot Windows Operating System & Applications.
- Ability of maintain confidentiality of information.
- Ability to lift 60 lbs.
- Ability to pull network cables.
- Ability to create network patch cables and placing the RJ45 ends on cables.
- Ability to use helpdesk software.
- Ability to use interpersonal skills to establish effective working relationships with users.
- Ability to interpret and translate technical information to non-technical users.
- Ability to sit and visually look at a computer screen for extended periods.
- Ability to coordinate work with others within and outside the utility.
- Ability to research solutions to problems via internet search engines, and software knowledge bases.
- Ability to adapt to continuous rapid change in technology and job requirements.
- Ability to follow directions and pay close attention to detail.
- Skilled in PC operating systems and command structures.

Minimum Qualifications:

Three (3) years of work experience with Windows Desktop OS including working with PC hardware, software, mobile devices, audio visual equipment and computer users.

Must be high performing, innovative, values-driven, informed, and passionate individual.

This is a safety sensitive position.

Working Conditions:

Individual works in a heated and cooled typical office environment.

All interested employees of Central Arkansas Water are encouraged to apply and should request and complete a Request for Transfer/Promotion Form, available from Human Resources, to be considered for this position. Interested outside candidates may apply beginning on **Monday, December 28, 2020 during the hours of 7:30 a.m. to 4:30 p.m.**, Central Arkansas Water, 221 East Capitol Ave, Little Rock. You may acquire the application packet from CAW's internet web site.

All forms, including resume, must be completed, and returned to Human Resources by 4:30 p.m. on Friday, January 1, 2021 or until filled to be considered for the position. Central Arkansas Water will require a pre-employment physical & drug testing for all prospective employees after an offer of employment has been made. All offers will be contingent on the prospective employee receiving a "passing result" on the tests conducted. A criminal background check will be conducted.

Central Arkansas Water is an EQUAL OPPORTUNITY EMPLOYER and does not discriminate in its employment practices, or any other activities, on the basis of race, color, religion, sex, national origin, age, disability, veteran's status, sexual orientation, gender identity, genetic information, political opinions or affiliation, or any other status protected by law.

Job related written and/or skills testing will be conducted.
Job Line: 501-377-1335 www.carkw.com
We support diversity and inclusion in our workplace.

Diversity Outreach Survey

The purpose of this survey is to assist Central Arkansas Water in determining if we are adequately advertising job openings. This information is being collected and reviewed by our diversity team. Completing this form is voluntary and your answers will not be viewed by the hiring staff.

Please do not write your name on this survey form.

Job Title

Information Services Technician I

1. How did you hear about this job opening?

- American Water Works Association
- Arkansas Democrat/Gazette Newspaper
- Arkansas Tech University
- Central Arkansas Water - Website
- Central Arkansas Water - Job Line
- College or University Please Name _____
- EL Latino Newspaper
- Philander Smith College
- University of Arkansas - Pulaski Technical College
- Other - Please Name _____

2. Please place a mark by the answer that best describes your race or ethnic group.
(Per U.S. Census Classifications)

- Asian
- American Indian or Alaska Native
- Black, African American
- Hispanic, Latino or Spanish
- White
- Other - Please Name _____

3. What is your gender? Male Female

Thank you for completing this survey.

Check here and return if you do not wish to participate in this survey.

This survey is NOT a part of your official application for employment. It will not be used for interview purposes or in any hiring decision. The information will be filed separately from your application for employment.



APPLICATION FOR EMPLOYMENT CENTRAL ARKANSAS WATER

An incomplete or illegible application may jeopardize your opportunity for employment. Because eligibility to compete for positions is based on a review of your application and since only information provided will be evaluated, be certain that you complete all items as fully and accurately as possible.

NAME _____ DATE _____
LAST FIRST MIDDLE

STREET ADDRESS _____ HOME PHONE _____

CITY STATE ZIP

BUSINESS PHONE _____

CELL PHONE _____

ARE YOU A CITIZEN OF THE UNITED STATES OR ARE YOU LAWFULLY ELIGIBLE TO BECOME EMPLOYED IN THE U.S.?

YES NO (Proof of U.S. citizenship or immigration status will be required if employed)

POSITION YOU ARE APPLYING FOR _____

TYPE OF EMPLOYMENT DESIRED: FULL-TIME TEMPORARY SUMMER PART TIME

DATE AVAILABLE _____ SALARY REQUIREMENTS \$ _____

WHERE DID YOU HEAR ABOUT THIS OPENING? NEWSPAPER JOB LINE EMPLOYEE REFERRAL OTHER _____

*****LIST PREVIOUS EMPLOYMENT, BEGINNING WITH THE LAST*****

FROM DATE (Mo/ Yr)	TO DATE (Mo/ Yr)	NAME AND LOCATION OF EMPLOYER	SUPERVISOR	YOUR JOB	REASON FOR LEAVING	FULL OR PART TIME

TYPE SCHOOL	NAME & ADDRESS	GRADUATED?	PRIMARY COURSES OF STUDY	
HIGH SCHOOL	XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
BUSINESS OR TRADE SCHOOL				
COLLEGE			Major:	Degree:
			Minor:	
GRADUATE SCHOOL			Degree:	
CORRESPONDENCE COURSES OR SPECIAL TRAINING				

Excluding those which would reveal sex, race, religion, national origin, age, ancestry, disability or other protected status, list any professional, trade, business or civic organizations with which you are associated:

List professional, business or trade licenses held, awards or special recognitions received:

LIST THREE WORK-RELATED REFERENCES:

NAME	OCCUPATION	EMPLOYER	PHONE #	ASSOCIATION <small>(Peer vs. supervisor)</small>

Have you previously been interviewed for a position with Central Arkansas Water? If yes, provide positions and dates:

Have you ever been employed by Central Arkansas Water? If yes, provide position, dates, and reason for leaving:

* Do you understand the physical and mental requirements of the job for which you are applying? Yes No

* Are you able to fully and completely perform all functions, duties and responsibilities of the particular job for which you are applying with or without an accommodation?

Yes No If no, please provide an explanation: _____

* **The Americans With Disabilities Act of 1990 prohibits discrimination against a qualified individual with a disability.**

~~~~~  
Central Arkansas Water embraces a diverse and inclusive environment. As an Equal Opportunity Employer, all applicants who meet the stated qualifications will be considered for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. CAW is also committed to compliance with all fair employment practices.  
~~~~~

• I, _____, understand and voluntarily agree that Central Arkansas Water (or an investigative bureau of your choice) may check any references or other information provided on this application form by me. Further, I hereby give consent to any and all current and prior employers of mine, or educational institutions I have attended, to provide information to Central Arkansas Water with regard to my employment with current or prior employers or my educational background. I understand and accept that your employment decision may be based upon information furnished by me or obtained through the verification process. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I authorize you to make copies of documents related to my employment, which shall have the same effect as the originals.

Signed: _____

Date: _____

- I understand and agree that if I am offered and accept a position with the Central Arkansas Water, that the position is not for a specific period of time, and I agree that I will be an employee at will and this arrangement can be terminated at any time by myself or Central Arkansas Water, with or without notice.
- If employed by Central Arkansas Water, I agree to abide by its rules and regulations.
- I understand and agree to examinations and testing, including a pre-employment physical, criminal background check, and drug screening, considered necessary by Central Arkansas Water at any time, at the option of the Utility and at no personal expense to me. I authorize the examining physician or organization to disclose to Central Arkansas Water or its representatives the results of such examinations, tests, or background information. I understand Central Arkansas Water will limit such information only to those individuals who have a need to be informed of such.
- I understand that, unless I am notified by Central Arkansas Water otherwise, this application will be considered only for the position I designated on this application form. I understand that in order to be considered for other available positions with Central Arkansas Water, I will need to complete a separate application for each position.

I hereby affirm that my answers to the foregoing questions are true and correct, and I understand that misrepresentation or omission of facts called for in this application may be cause for disqualification for consideration of the position, or if employed by Central Arkansas Water, immediate dismissal without notice.

Signature of Applicant

Date



EQUAL OPPORTUNITY EMPLOYER

221 East Capitol Avenue * PHONE (501) 377-1251 * LITTLE ROCK, AR 72202

NAME: _____

ADDRESS: _____ **CELLULAR PHONE:** _____

SUPPLEMENTARY INFORMATION REQUEST

Describe, in detail, your present position responsibilities. Include day to day work activities, machinery operated, if any, etc.
(Continue on Page 2, if necessary)

Date Employed: _____ Company: _____
(Mo/Yr)

Job Title: _____ Company Phone Number: _____

Responsibilities: _____

Provide the information requested below concerning the three positions held prior to your current position. If you have held other positions which are directly related to the position applied for, please continue on the back. When outlining previous job responsibilities, be sure to explain all duties and responsibilities that are directly related to the requirements listed on the job posting for which you are applying.

1. Dates of Employment: _____ to _____ Company: _____
(Mo/Yr) (Mo/Yr)

Job Title: _____ Company Phone Number: _____

Responsibilities: _____

2. Dates of Employment: _____ to _____ Company: _____
(Mo/Yr) (Mo/Yr)

Job Title: _____ Company Phone Number: _____

Responsibilities: _____

3. Dates of Employment: _____ to _____ Company: _____
(Mo/Yr) (Mo/Yr)

Job Title: _____ Company Phone Number: _____

Responsibilities: _____



**INFORMATION SERVICES TECHNICIAN I
QUESTIONNAIRE**

NAME: _____

JD-07-17-19

DATE: _____

DIRECTIONS: PLEASE ANSWER EACH QUESTION. DO NOT WRITE "SEE RESUME" OR "SEE REFERENCE LETTER" ON THE ANSWER LINES. IF YOU NEED ADDITIONAL SPACE, PLEASE WRITE ON THE BACK OR ATTACH ANOTHER SHEET. FAILURE TO ANSWER ALL QUESTIONS MAY RESULT IN YOU NOT BEING INTERVIEWED.

ARE YOU A **HIGH-PERFORMING, INNOVATIVE, VALUES-DRIVEN, INFORMED, PASSIONATE** INDIVIDUAL? YES NO (IF NO, DO NOT CONTINUE COMPLETING THIS QUESTIONNAIRE) IF YES, GIVE AN EXAMPLE OR EXPLAIN: _____

WHAT AMOUNT OF **WORK EXPERIENCE** DO YOU HAVE WITH?

WINDOWS DESKTOP OS FUNDAMENTALS _____ YEARS _____ MONTHS
WHERE? _____

PC HARDWARE _____ YEARS _____ MONTHS
WHERE? _____

PC SOFTWARE _____ YEARS _____ MONTHS
WHERE? _____

MOBILE DEVICES _____ YEARS _____ MONTHS
WHERE? _____

AUDIO VISUAL EQUIPMENT _____ YEARS _____ MONTHS
WHERE? _____

COMPUTER USERS _____ YEARS _____ MONTHS
WHERE? _____

NAME: _____

EXPLAIN YOUR KNOWLEDGE OR WORK EXPERIENCE IN THE ABOVE 6 AREAS IN DETAIL.

WINDOWS DESKTOP OS FUNDAMENTALS: _____

EXPLAIN YOUR KNOWLEDGE OR WORK EXPERIENCE IN THE ABOVE 6 AREAS IN DETAIL (CONT).

PC HARDWARE (SPECIFY TYPES): _____

PC SOFTWARE (SPECIFY TYPES): _____

MOBLE DEVICES: _____

AUDIO VISUAL EQUIPMENT: _____



**AUTHORIZATION
FOR
PRE-EMPLOYMENT DRUG TESTING
AND
PRE-EMPLOYMENT PHYSICAL**

I understand that Central Arkansas Water requires drug testing for all prospective employees after an offer of employment has been made.

I understand that such test must be submitted to within 24 hours of the employment offer or the offer will be withdrawn.

I understand that all offers will be contingent on receipt of a "negative" on the drug test(s) conducted. If the testing produces a positive result, the offer of employment will be null and void and I will not be employed by the Utility at that time. I would then be prohibited from reapplying for any position with the Utility for at least six months and until providing proof of successful completion of a drug rehabilitation program, as well as the assurance that drug abuse is no longer occurring.

I understand that Central Arkansas Water will require a job-related, pre-employment physical for certain positions after an offer of employment has been made.

I understand that the physical must be completed as required or the offer will be withdrawn.

I understand that all offers will be contingent on my receiving a positive assessment of my ability to perform the physical requirements of the job. If a positive assessment is not received, the offer of employment will be null and void and I will not be employed by the Utility at that time.

I understand that refusal to sign the consent form authorizing drug testing and a pre-employment physical will result in my application being withdrawn from the pool of those eligible for consideration for the job.

Applicant Name: _____
(please print)

Applicant Signature: _____ Date: _____

Note: Drug testing of prospective employees will be conducted by the DHHS certified lab of the Utility's choosing, at Utility expense and before the individual's first day of work. Pre-employment physicals will be conducted by the facility of the Utility's choosing, at Utility expense and before the individual's first day of work.

(APPDRUG 2/21/12)



CENTRAL ARKANSAS WATER

EMPLOYEE BENEFITS INFORMATION

(Full time employees only)

Holidays - Eleven paid holidays each calendar year; immediate eligibility for new employees.

PTO (Paid Time Off) - PTO time is accrued on a bi-weekly basis during the current year. Accrual is 6.16 hours of PTO per pay period (20 days annualized) for employees with up to 3 years of service. Accrual amount increases based on years of service, to a maximum accrual of 32 days. New employees have a 90 day waiting period before accrual begins, with accrual retroactive to date of hire.

Medical Insurance – Two plans offered. One plan is paid 100% by the employer for employee coverage. Other plan is paid at 95% by the employer for employee coverage; dependent coverage (if elected) is paid 60% by employer and 40% by employee. Eligible for coverage the first of the month following 60 day waiting period.

Dental Insurance – Employee coverage is paid 100% by the employer; dependent coverage (if elected) is paid 100% by employee. Eligible for coverage the first of the month following 60 day waiting period.

Health Savings Account – Central Arkansas Water contributes to an HSA for those employees in the high deductible plan based on the employee's medical coverage tier. Employees may also make voluntary pre-tax contributions. Eligible for coverage the first of the month following 60 day waiting period.

Flexible Spending Account – Employees receive the benefits of pre-tax deduction of eligible insurance premiums. Employees may also make voluntary pre-tax contributions to a medical or dependent care spending account. Eligible for coverage the first of the month following 60 day waiting period.

Life Insurance – Employee coverage is paid 100% by the employer and life insurance provided is one times annual salary with a minimum of \$50,000 (up to a maximum of \$200,000). Eligible for coverage the first of the month following 60 day waiting period.

Accidental Death & Dismemberment Insurance – Employee coverage is paid 100% by the employer and AD&D provided is one times annual salary, with a minimum of \$50,000 (up to a maximum of \$200,000). Eligible for coverage the first of the month following 60 day waiting period.

Long Term Disability – Pays 60% of employee's salary (\$8,000 monthly maximum) after 6 months of disability. Coverage paid 100% by employer. Eligible for coverage the first of the month following 60 day waiting period.

Retirement Plan - Member of Arkansas Public Employees Retirement System (APERS). Contributions are 5% of employee's bi-weekly salary taken on a pre-tax basis. Participation begins immediately upon employment.

401A Investment Plan – Retirement savings plan in which employees contribute 1% of bi-weekly earnings, with employer match. Participation begins after 90 days.

Tuition Reimbursement – 100% of tuition is paid by employer for grade "C" or better, subject to utility guidelines.

Employee Assistance Program – Offers counseling, consultation, crisis support, and resources at no cost to employee.

VOLUNTARY BENEFITS

- Vision Insurance
- Short Term Disability
- Additional life insurance for employee and dependents
- Accident Insurance
- Critical Health Events Insurance
- Hospital Staypay
- Universal Life with Long Term Care rider
- Identity Theft Protection
- 457 Deferred Compensation Plan