



IT TECHNICIAN

I. POSITION SUMMARY:

The IT Technician will serve the members and support the goals of Jefferson Energy Cooperative by effectively and efficiently managing telecommunications, computer/networking, electronics, substations, metering and substation/distribution automation systems within JEC.

II. REPORTING RELATIONSHIPS:

- A. Reports to: Associate VP of Information Services
- B. Supervises: None.
- C. Directs: None.

III. MAJOR RESPONSIBILITIES/ ESSENTIAL FUNCTIONS FOR POSITION:

- A. Has the responsibility of administrating, operating, monitoring, maintaining, and troubleshooting all of JEC's computer network and computer systems, hardware, and software.
- B. Makes implementation and purchase recommendations concerning computer equipment, hardware, and software including upgrades for immediate purchase and needs for capital budget items.
- C. Assists in coordinating the purchase of equipment and parts dealing with major computer/network equipment.
- D. Installs and sets up new computer equipment, networking equipment, any related hardware and software including necessary cabling for networking.
- E. Suggests training and helps to train users on systems applications.
- F. Stays up to date on technological changes related to computer systems and software by attending training courses.
- G. Assists with networking across wireless, microwave, fiber, and telephone systems.



- H. Assists in the development of security and controls within JEC's network and computer systems.
- I. Assists in implementing and maintaining JEC's Technology Plan.
- J. Assists in installation and maintenance of communications equipment.
- K. Coordinates work with other areas to accomplish needed computer/network equipment installation, testing, and troubleshooting.
- L. Assists in developing forms, records and reports for system maintenance and improvement concerning computer/network equipment.
- M. Maintains assigned tools and equipment; advises Associate VP of Information Services of need for repairs or new equipment.
- N. Must be available for any work that may be required outside normal working hours.
- O. Assists with trouble calls, as required.
- P. Works with all Cooperative's employees to promote the "team" concept at all times.
- Q. Performs the duties of this position in a manner which is in accordance with established policies, practices, and procedures so as to make a maximum contribution to the objectives of Jefferson Energy.
- R. Attends job training and safety meetings.
- S. Maintains positive outlook and pleasant manner at all times.

NOTE: The above are major responsibilities/ essential functions of this position. They are not intended to cover each aspect of the position as the scope, duties, and functions of a given position may change or be temporarily altered based on the business needs of JEC. The basic requirement of every position is to perform all tasks as assigned by the supervisor. The **IT TECHNICIAN** shall be required to perform any other duties assigned in order to fulfill the objective of the cooperative.



IV. EXTERNAL RELATIONSHIPS:

- A. Other Utilities: Exchange technical information.
- B. Vendors: Order parts and exchange information. Exchange technical information and coordinating and specifying equipment.
- C. Phone Service Provider: Operations and Maintenance of Telephone System
- D. Internet Service Provider
- E. Members: Provide advice and technical information.



POSITION SPECIFICATIONS IT TECHNICIAN

Job Knowledge, Training and Experience:

Required:

All applicants must have an Associate's degree in Management Information Systems or related field; however, experience may be considered in lieu of educational requirements.

Preferred:

Experience in IT related field; previous experience at another cooperative.

Abilities and Skills:

Required:

Must have computer operation and troubleshooting skills on the current versions of Microsoft Windows operating systems and all related software programs. This includes a good working knowledge on how to manage and operate Microsoft Active Directory, Microsoft Exchange Server, and Microsoft SQL Server.

Networking and design skills, including a working knowledge of Cisco networking hardware and associated operating system(s).

Must have good oral and written communication skills.

Must have the ability to work under pressure to meet assigned deadlines and/or recover critical computer systems.

Must produce accurate work and be detail oriented.

Physical Effort:

Frequently required to walk, stand, bend and stoop.

Working Conditions and Physical Effort:

Typical conditions are in-door, business office conditions. Outdoor conditions may occasionally be expected to oversee contractor work at JEC tower locations.

May be required to lift up to 40 pounds. Frequently operates office equipment. Frequently stands, walks, stoops, bends and climbs. Excellent hand-eye coordination required. Due to equipment (ladders) weight limits, the technician must weigh 315 lbs. or less.

Jefferson Energy Cooperative is a drug free workplace. After an offer of employment has been made, a pre-employment drug screen is required.



Progression of IT Technician

Apprentice IT Tech: Entry level position.

IT Tech I: Entry level position with all Required Job Knowledge, Training and Experience listed in Position Specifications or a minimum of two years satisfactory performance as an Apprentice IT Technician and recommendation of supervisor.

IT Tech II: A **minimum** of two years satisfactory performance as an IT Tech I and recommendation of supervisor. The employee must have satisfactorily completed at least 2 major projects during their employment term. In addition, the employee must show advanced abilities in troubleshooting, project planning, and multitasking.

IT Tech III: A **minimum** of two years satisfactory performance as an IT Tech II and recommendation of supervisor. A four-year bachelor's degree in Computer Science (or equivalent); experience may be considered in lieu of educational requirements.