

Empire Electric Association, Inc.
Job Description

JOB TITLE: IT Support Technician

EXEMPT: No	JOB CODE: 34-4422
SALARY LEVEL: \$18.25 to \$29.33 per hour	DIVISION: Management
SHIFT: 20 hours/week variable	DEPARTMENT: Administrative
LOCATION: Cortez, CO	REPORTS TO: Manager of Information Technology
PREPARED BY: Heather L. Romero	DATE: 03/02/2022
APPROVED BY: Christopher Snyder	DATE: 03/02/2022

SUMMARY:

The IT Support Technician shall be responsible for providing Tier I and Tier II IT support to Empire Electric end users. This position will be responsible for assisting all departments in the use of corporate data and IT resources, and responsible for assisting the Manager of Information Technology with Cyber Security end user training and education.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provides Tier I and Tier II IT support to all employees (includes but is not limited to unlocking accounts on Active Directory, resetting passwords; troubleshooting minor network issues, peripheral components, software applications, mobile devices, and telecommunication issues)
- Works with other team members to resolve incidents and ensure timely resolution
- Performs minor hardware repair not under contract when able or contacts appropriate repairpersons
- Installs and maintains cabling for the computer network
- Installs and maintains patch panels and RJ45 ports
- Monitors and assists with system backups and server updates and maintenance
- Assists with maintaining individual computers and wire managing workstations
- Assists with setting up/configuring new computers and mobile devices
- Manages and maintains Intranet Site
- Attends meetings, special courses and seminars to facilitate training, keep informed and stay abreast with current industry trends. This may require occasional travel from the area.
- Works in conjunction with the appropriate Cooperative departments and personnel, and the appropriate vendors, to ensure that all software and hardware used for job function is maintained and upgraded as needed.

The IT Support Technician shall be required to perform any other duties assigned to fulfill the objectives of the Cooperative.

SUPERVISORY RESPONSIBILITIES:

Directly supervises no employees.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Two (2) or more years of experience with technical support is preferred

- Working knowledge of Microsoft Windows OS, iOS, and peripherals
- Familiarity with basic MS Office Suite (Outlook, Word, PowerPoint, Excel)
- Familiarity with basic IP networking hardware components & their functions (Router, switch, AP, firewall)
- Basic understanding of IP networking & related services (DNS, DHCP)

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Must exhibit excellent verbal and written communication skills with strong abilities in organization.
- Must have ability to become proficient on computer information system (CIS) and adapt to a work environment that requires the knowledge to learn and implement new technology

MATHEMATICAL SKILLS:

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CLERICAL SKILLS:

- Ability to organize work and files in a logical manner
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology

WORK SKILLS:

- Dependability - Job requires being reliable, responsible, and dependable, and fulfilling obligations
- Cooperation - Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Attention to Detail - Job requires being careful about detail and thorough in completing work tasks.
- Adaptability/Flexibility - Job requires being open to change and considerable variety in the workplace.
- Integrity - Job requires being honest and ethical.
- Achievement/Effort - Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Innovation - Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.

CERTIFICATES, LICENSES, REGISTRATIONS, COMPUTER:

- Valid Colorado Driver's license.
- Must have A+ and Network+ certifications or obtain certification within two years of acceptance of position

OTHER SKILLS and ABILITIES:

- Ability to operate Computer Equipment (Windows Servers, Network PCs, iPads, iPhones, etc.)
- Ability to direct activities of outside consultants
- Ability to deal with people beyond giving and receiving instructions such as in a team, supervisory, subordinate, marketing, or counseling situation

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance, work in confined spaces, stoop, kneel, crouch, or crawl; and talk or hear. The employee is frequently required to sit.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to fumes or airborne particles and risk of electrical shock.
- The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL-INCLUSIVE. AN EMPLOYEE WILL ALSO PERFORM OTHER REASONABLY RELATED BUSINESS DUTIES AS ASSIGNED BY IMMEDIATE SUPERVISOR AND OTHER MANAGEMENT AS REQUIRED.

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