To apply for this position please submit cover letter and resume to: bwashler@dmremc.com

POSITION DESCRIPTION

POSITION TITLE: Information Technology (I.T.) Systems Specialist   **Effective:** May 2021

SUPERVISOR'S TITLE: Director of Systems Operations   **FLSA STATUS:** Exempt

POSITION PURPOSE

The Information Technology (I.T.) Specialist is responsible for administering, maintaining and troubleshooting the Cooperative's computers, servers and technology systems.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions listed below. The company will make reasonable accommodations to enable individuals with disabilities to perform these functions.

ESSENTIAL FUNCTIONS

- Administer, maintain, setup and troubleshoot the Cooperative's computer, server, network, telecom, cybersecurity, AMI and GIS systems.
- Administer, maintain, setup and troubleshoot the Cooperative's LAN, WAN, DHCP, TCP/IP, DNS and VPN systems.
- Perform hardware and/or software updates, upgrades and maintenance on computers, servers, iOS devices and other technology systems.
- Maintain the Cooperative data backup system and perform restorations as needed.
- Learn and maintain the Cooperative's ESRI-based GIS system.
- Contribute to the Cooperative's ongoing Information Technology and Operational Technology needs, goals and objectives.
- Contribute to the technology-side of the Cooperative's facility systems, such as fire, security, surveillance systems, etc.
- Contribute to the development of new technology initiatives.
- Contribute to the technical/programming aspects of the Cooperative's website.
- Perform hardware and/or software updates, programming and troubleshooting for the Cooperative's substation AMI and communication equipment.
- Program, test and repair single-phase and three-phase meters and AMI modules for deployment.

OTHER FUNCTIONS

- Participate in statewide I.T. section meetings.
- Work with the Cooperative's I.T. partner companies.
- Continue to increase knowledge skills and abilities to carry out the DMREMC objectives and goals.
- Assist with other department's initiatives as requested.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- None

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual should have an equivalent of the following education and/or experience.

- Bachelor's Degree in Computer Science, Information Technology or related field.
- Technology certifications highly preferred, i.e. Microsoft, Cisco.
- Minimum of five (5) years' experience in a computer/systems related field.
- Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Technical/ Computer/ Office Equipment

- In-depth knowledge of Microsoft Servers and Windows computer architecture and troubleshooting.
- Advanced printer, scanner and accessories knowledge with the ability to diagnose and troubleshoot.
- Advanced LAN/WAN/VPN understanding and troubleshooting skills.
- Ability to setup and troubleshoot iOS systems, such as iPads and iPhones.
- Ability to work with Cloud-based technologies, setup and troubleshooting.
- Ability to develop iOS Apps.
- Programming and script writing abilities preferred.
- Experience with any of the following technologies/software preferred: NISC, ESRI, Aclara or other AMI systems, iOS, MaaS360, Windows Server 2016 and newer, Windows 10, SSL certificates.

Communication and Relationship Skills

- Excellent written and verbal communication skills, including the ability to negotiate with and motivate others, the ability to maintain confidentiality, and strong listening skills.
- Advanced interpersonal and communication skills to work closely with other employees, and industry colleagues, on a regular basis.

Planning and Organizational Skills

- Excellent organizational, problem-solving and detail-oriented skills.
- Ability to prioritize, organize and manage tasks and time effectively.
- Ability to work efficiently in conjunction with other organizations and/or departments.
- Must be able to perform required duties during extended hours in emergency situations or to eliminate down-time for co-workers, i.e. server updates during non-working hours.
- Ability to perform successfully under pressure and with time-sensitive troubleshooting.

Physical Requirements

- Ability to lift and install computers, monitors, printers and other I.T. equipment.
- Ability to run network wiring, as needed throughout the facility.
- Ability to carry and stock boxed meters in inventory.
- Ability to work in substations, maintaining and troubleshooting AMI/communications equipment.