



## Position Description Information Technology Specialist Updated: February 2025

### Reporting Relationship:

Reports To: Member/Energy Services Manager

Supervises: None

### Purpose for the Position:

To maintain and repair computers, servers, mobile devices, and digital networks; provide technical support; perform updates/upgrades; implement security best practices; support/train employees; and promote a culture of information security.

### Essential Responsibilities:

1. Provide technical support to users via phone, in person, or remote connection.
2. Diagnose and resolve network, phone/radio, hardware, and software issues.
3. Install and configure computer systems and applications.
4. Assist with the maintenance and monitoring of computer systems and networks.
5. Replace and upgrade defective or outdated components as needed.
6. Promptly respond to service issues or requests.
7. Maintain user security (building access, active directory)
8. Maintain system inventory and configuration documentation.
9. Provide support for internal and external websites.
10. Provide support for corporate social media accounts and access permissions.
11. Develop reports, queries, and applications using Microsoft Excel, Microsoft Access, FileMaker, and Crystal Reports.
12. Learn and operate cooperative's automated metering infrastructure (AMI) software.
13. Learn, install, and operate a mobile device management system.
14. Assist with the cooperative's building security and HVAC control software.
15. Participate in the implementation and maintenance of the cooperative's disaster recovery, incident response, and business continuity plans.
16. Provide after-hours support for technical-related emergencies and maintenance.

17. Perform other duties as assigned.

**Experience/Competencies:**

- Minimum of one to two years of progressive computer experience in a relevant information technology role.
- Experience supporting computer systems, mobile devices, and network infrastructure.
- Experience and knowledge of the current Windows operating system.
- Experience with EDR, IDR, and security as a service platform.
- Flexibility and adaptability to a rapidly changing environment.
- Communicate effectively, both in writing and verbally.
- Maintain effective working relationships.
- Manage time and priorities effectively.
- Work efficiently with minimum supervision.
- Familiarity with NIST SP 800-171, NISC iVUE Enterprise, and Aclara AMI software.
- Electric utility experience.
- Be a positive, initiative-taking individual who can complete tasks independently and in a team environment.

**Physical Demands:**

Must be able to lift to 50 lbs., including occasional lifting/carrying of objects such as computers, printers, small tools, etc. Requires the ability to walk, stand, sit, crawl, climb stairways/ladders, reach, handle, feel, talk, hear, see, and possess fine motor skills.

**Environmental Conditions:**

Inside: Protection from weather conditions, but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75% or more of the time inside.

**Working Conditions:**

- This full-time permanent position is located at the cooperative headquarters building at 4000 32<sup>nd</sup> Ave S., Grand Forks, North Dakota.
- Work locations include Nodak remote sites within same-day travel.
- Regular working hours for this position are 8:00 a.m.-5:00 p.m., Monday-Friday.
- This is an hourly paid position with a 40-hour work week.
- Some overtime may be necessary.
- Some overnight travel may be necessary for training purposes.

## **Safety Training**

Employees shall:

- Be trained in and familiar with the safety-related work practices, safety procedures and other safety requirements in the cooperative's safety manual that pertain to their respective job assignments.
- Attend regularly scheduled safety training meetings for training in all areas that pertain to their respective job assignments.
- Have a fundamental knowledge of basic first aid, cardiopulmonary resuscitation, safe driving responsibilities, and emergency Mayday procedures.

## **Security of Confidential Information**

Maintaining security and protection of non-public and proprietary cooperative information is a requirement of all employees. Therefore, all employees are required to annually review, ensure their awareness, and acknowledge their understanding of Nodak's security policies and procedures. Adequate training will be provided, as requested, to fulfill these responsibilities.

## **Language Skills**

- Ability to read, analyze, and interpret general business protocols, professional journals, technical procedures, or governmental regulations.
- Ability to effectively communicate with multiple audience types.
- Provide clear and concise instructions to users.
- Read and understand instructions, safety rules, etc.
- Speak clearly using correct English and be an active listener.

## **Education:**

Bachelor's degree in computer science, information technology, or a related field, preferred, OR equivalent combination of experience and education required.

## **Licenses/Certificates:**

- Valid driver's license required with safe driving record.
- Must pass a background check.

*The position description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the needs of the cooperative. Nodak Electric Cooperative, Inc. reserves the right to revise or change the duties and responsibilities of the position at any time and update accordingly.*