



Job Description

JOB TITLE: Information Technology Network Technician

DEPARTMENT: Information Technology

REPORTS TO: VP, Information Technology

SUPERVISES: None

FLSA STATUS: Exempt

DATE ISSUED/REVISED: January, 2018

GENERAL SUMMARY:

The Information Technology Network Technician is responsible for supporting all core network functions and supported systems. Additionally, in coordination with the IT Systems Administrator, the position is responsible for the planning, implementation, and maintenance required for successful network operations., and recommending purchases consistent with short and long-term corporate technology objectives.

RESPONSIBILITIES

1. Install and maintain WAN/DMZ/LAN network hardware and software and comply with applicable policies and standards. Troubleshoot network usage and computer peripherals. Resolve WAN/LAN communications problems to internal and external networks.
2. Perform system backups and data recovery. Maintain backup appliances and backup software.
3. Install and maintain network firewalls, switches, and routers. Maintain anti-virus software and security appliances, web and spam security filters.
4. Install and maintain/upgrade software for employees.
5. Maintain network map including IP addresses and equipment lists. Monitor and advise on network security.
6. Configure user VPN connections to ensure secure access to internal network from remote locations.
7. Install and maintain a private secure network dedicated to SCADA devices at various locations such as substations, generator sites, downline smart-grid devices and AMI collector points using various communication paths.
8. Collaborate with the appropriate personnel to procure and manage secure network anti-virus software and communications firmware to all SCADA devices to ensure network security best practices.
9. Collaborate with the appropriate personnel to specify, procure, prepare and manage all SCADA data collection hardware such as computers, routers, ethernet switches and UPS equipment used to communicate data to and from all devices connected to the SCADA network. Establish and manage a maintenance cycle to ensure processors are maintained, updated, and meet the performance standards required by the Cooperative.

10. Collaborate with the appropriate personnel to specify, procure and prepare a communications network (wireless or hard-wired private or public network) to transfer all data between SCADA devices and authorized users and hardware devices of the Cooperative.
11. Install and maintain operating systems software, database management systems software, and utilities.
12. Monitor and tune systems software, peripherals and network appliances.
13. Setup new user accounts and email accounts. Create batch administration scripts and write and maintain GPO's.
14. Maintain policy of zero virus infections and network intrusions.
15. Serve as a member of the on-call team and take immediate action to resolve issues.
16. Provide backup support to other members of the IT Team.
17. Observe all safety rules outlined in the Cooperative Safety Manual and makes complete use of safety equipment furnished to comply with these rules.
18. Observe all policies, procedures, directives, rules and regulations of the Association that pertains to this position and performs such other duties and responsibilities as assigned.
19. Maintain or obtain certifications required of the position.
20. Perform other duties as assigned by VP, Information Technologies.
21. Experience with configuring Cisco and HP network appliances.

JOB CRITERIA

Education and Experience

A degree in Business Computer Information Systems, Management Information Systems or related field or 5 years equivalent experience is required. Additionally, two to five years' experience with hardware and software installation and support. Knowledge of Microsoft Windows and Linux Operating Systems, Microsoft Office packages, and Microsoft Exchange. Significant knowledge of LANs/WANs, telecommunications networks and application software.

Key Competencies

Technical Competencies:

- Excellent written and spoken communication skills.
- Thorough knowledge of computer hardware and PC software.
- Excellent programming skills.
- Typing accuracy
- Ability to work without close supervision.
- Ability to keep privileged information confidential.
- Good interpersonal skills.
- Good teaching and training skills.
- Gain knowledge and demonstrate the ability to understand emerging technology trends.
- Evaluate critical systems, prioritize workflow and determine solutions.

W-H Values: Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.

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Accountability: Full authority to carry out duties and responsibilities for the position. Accountable to Management for efficient performance of these job duties/responsibilities. Shall secure approval of the VP, Information Technology in making decisions when policies are not clear or adequate or require interpretation. Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly. Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Working Conditions – Work in a climate controlled office environment and able to lift minimum of 40 lbs.