



INFORMATION TECHNOLOGY SPECIALIST

Continental Divide is looking for an Information Technology Specialist for the Grants Office. Applications will be taken through Friday, November 9, 2018.

Applicant must be able to assemble, configure, maintain and join personal desktop computers, laptops, mobile devices, smart phone, printer, IOS devices etc. onto a Microsoft Windows domain. Able to maintain user security using Active Directory, user profiles and policies. Physically assemble and configure network hardware components including certifying cable connections. Able to assist users upon request (Help Desk). Required to support configure and maintain phone system, surveillance equipment and document imaging software. Able to pass a certification for voice recording system and capable of configuring, supporting and maintain system. Responsible for assessment of new software upgrades and patches to all systems supported by the IT Department. Experience in PCI compliance. Applicant must have a minimum of a two year diploma from a technical institute in Computer Information Systems or equivalent combination of education and experience proving equivalent knowledge. Additional education in Microsoft applications and networking concepts is preferred. Must have a minimum of two (2) years experience in a computer support role. Applicants may submit their resume, cover letter and three letters of recommendation to Continental Divide Electric Cooperative, Inc., Attention: Corina Sandoval, P.O. Box 1087, Grants, New Mexico 87020 or e-mail to csandoval@cdec.coop. Or pickup an application at our Grants or Gallup offices or download it off our website cdec.coop.

Position Description for **INFORMATION TECHNOLOGY SPECIALIST**

I. OBJECTIVES:

The position of Information Technology Specialist was created to help achieve the purpose for which the Cooperative was organized, that is, to provide adequate and abundant central station electric service to all members within our service area at the lowest possible cost consistent with sound business principles and, by providing for specific operational responsibilities to be delegated to a competent, well trained person whose knowledge of and ability in this position will contribute to the attainment of the basic purpose of the Cooperative. All activities associated with this position relate to the following objectives:

- A. The technical support of Information Technology for the Cooperative.
- B. Assist broadband team in designing, constructing and operating a newly formed internet service provider (“ISP”) division.
- C. The technical support of Information Technology for the Cooperative.
- D. The enhancement of employee productivity through the use of both the company LAN/WAN and ISP facilities.
- E. Advancement and implementation of new technology.

II. RESPONSIBILITIES:

- A. Ensures the confidentiality, integrity, and availability of systems networks.
- B. Ensures the confidentiality and integrity of customer and employee data through planning, analysis, development, implementation, maintenance, and enhancement of information systems, security programs, policies, procedures.
- C. Participate in the design, implementation and construction of a newly formed ISP division.

- D. Participate in the provisioning, monitoring, troubleshooting, maintaining and upgrading ISP resources.
- E. Monitor ISP network traffic, identify and prevent oversubscription of resources.
- F. Monitor Cyber Security and complete compliance assessments required by partners and governing agencies.
- G. Assess how CDEC personnel may be able to utilize ISP resources, both in the office and out in the field to improve customer service.
- H. Coordinate the development of procedures with Member Services on how to address ISP outages and restoration announcements.
- I. Develop policy and procedural handbooks as needed for supported Systems and networks.
- J. Ensures backup of all systems, including member information management, accounting, surveillance and voice recording systems and PC network are being performed and secured.
- K. Implement software upgrades on PCs, PC network and server.
- L. Implement and train end users on the use of document imaging system, along with applying software and hardware upgrades. Research document retention requirements and implement a document life cycle.
- M. Diagnose technology problems on computers, networks or other related hardware or software. Maximize use of hardware and software by training users, interpreting instructions, and answering questions (help desk). Coordinates service calls with NISC staff and other service providers.
- N. Helps maintain network, email, mobile device security, and manage Mobile devices by using MDM software. Provides technical support and implementation of network printers and scanners.
- O. Install and configure devices, such as hub switches and certify connections.

- P. Research and advise the IT Department of new technology and software and implement if approved.
- Q. Maintain professional and technical knowledge by attending workshops, obtaining job related certifications, reviewing professional publications, establishing personal networks and participating in professional societies.
- R. On-call during non-business hours.
- S. Performs other duties as assigned.

III. **QUALIFICATIONS:**

Minimum of a two year diploma from a technical institute in Computer Information Systems or equivalent combination of education and experience providing equivalent knowledge. Additional education in Microsoft and Cisco certifications and networking concepts is referred. Must have a minimum of two (2) years' experience in a computer support role.

IV. **RELATIONSHIPS:**

- A. Incumbent reports to Network Engineer.
- B. Coordinates or cooperates with:
 - 1. Internal
 - a. All department heads and/or other administrative supervisors- providing information.
 - b. All personnel in general – providing information.
 - 2. External
 - a. Vendors – Requisition of supplies.
 - b. General Public – Maintaining a friendly and professional relationship with the general public in performance of responsibilities.
 - c. Broadband Customers – Providing timely remote and on-site support to technical issues in a customer friendly and professional manner.

V. DELEGATED AUTHORITY:

The Information Technology Specialist shall have full authority to carry out these responsibilities in conformity with established policies and procedures.

VI. SUPERVISION

The Information Technology Specialist shall secure the approval of the Network Engineer or Information Technology Manager in making decisions when policies are not clear or adequate, or require interpretation.

SKILLS AND ABILITIES

- Knowledge of Microsoft applications, such as, Word, Excel, Power Point.
- Knowledge of Cisco routers, switches and headend equipment.
- Knowledge of networking concepts.
- Must become familiar with CDEC's policies and procedures.
- Ability to communicate with outside vendors, and other employees, and deal with a diverse set of problems requiring the ability to research issues as they develop.
- Ability to communicate effectively over the phone, and in writing, to technical and non-technical personnel.
- Maintain confidentiality.
- Ability to take direction on a variety of projects simultaneously and meet established deadlines.
- Ability to project a favorable image of the Cooperative.

PHYSICAL REQUIREMENTS

- **Dexterity:** Frequent physical activity to include sitting, standing, walking, stooping, bending, reaching, climbing ladders, crawling, lifting under 50 pounds.
- **Lifting:** Carrying computer equipment under 50 pounds including PCs, servers, routers, switches, UPSs, Tools, and Equipment.
- **Visual Acuity, Hearing and Speaking:** Comfortable in speaking with individual manager and employees in support or training situations in person and over the telephone. Must be able to communicate clearly and accurately in both written and verbal forms.

- **Environment/Working Conditions:** Primarily office work. Will be required to install ISP equipment both in the office and customer sites. Will be subject to irregular and long hours during emergencies. Employee in this position should live within a reasonable distance of the Cooperative. Subject to on call. Normal office safety precautions and practices are required. Position may require travel inside and outside the Cooperative's service territory.

Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.