POSITION DESCRIPTION

A. Position: **Information Technology (IT) Technician**

B. Position Function:

1. To assist the IT Department in ensuring IT operations align with the business objectives of the Cooperative.
2. To assist in providing direction and support for IT solutions that enhance mission-critical operations by identifying, recommending, developing, implementing, and supporting cost-effective technology solutions for all aspects of the Cooperative's business.
3. To assist in managing and maintaining the SCADA and AMI networking and server infrastructure.
4. To assist in constructing, managing, and maintaining the Cooperative's website.

C. Reporting Relationships:

1. Reports to: IT Supervisor

D. Responsibilities, Authorities and Duties:

Within the limits of administrative policies, budgets, and specific delegation from the IT Supervisor, the IT Technician assumes the responsibility and has commensurate authority for the following activities, recognizing the continuing responsibility of this position for developing and maintaining a favorable Cooperative image consistent with the cooperative strategic goals:

1. Provide assistance to review the performance, troubleshoot, secure, and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software of IT systems based on Cooperative needs.
2. Provide assistance to benchmark, analyze, report on, and make recommendations for improving IT infrastructure and IT systems.
3. Assist in developing business case justifications and cost/benefit analysis for IT spending and initiatives.
4. **IT personnel routinely use remote access to perform their duties on-site at the Cooperative's facilities. Additionally, they may use remote access to work off-site for work-related tasks, provided the Chief Executive Officer ("CEO") approves such access.**
5. Assist in managing, maintaining, and securing the cooperatives mobile devices.
6. Assist in developing, recommending, and implementing all IT policies and procedures, including those for architecture, security, disaster recovery, standards and purchasing.

7. Help to ensure current anti-virus software is installed on all cooperative business equipment to effectively protect the Cooperative's PC networks.
8. Assist in installing, maintaining, troubleshooting, and securing the Cooperative's Access Control and Video Surveillance System.
9. Assist in ensuring the Burglary and Fire alarms work properly and train employees on how to use the system when necessary.
10. Assist in maintaining, troubleshooting, and securing the Cooperative's HVAC system controls.
11. Assist in managing, maintaining, troubleshooting, and securing the Cooperative's Automated Metering Infrastructure (AMI).
12. Assist in managing, maintaining, troubleshooting, securing, and optimizing the Cooperative's phone system and provide training when necessary.
13. Assist in ensuring successful backups of the Cooperative's mission-critical equipment.
14. Assist in ensuring cyber security compliance with applicable NERC and industry standards.
15. Assist in developing and managing application profiles for each department.
16. **This list of responsibilities is not intended to be all-inclusive and may be expanded to include other duties that Management or Staff deems necessary.**

E. Reporting Relationships

Although the IT Technician may delegate portions of his responsibilities, no portion of accountability for results may be delegated or relinquished. The IT Technician may retain functional authority over specific projects or areas of responsibility as specified in this position description or otherwise delegated by the IT Supervisor.

F. External Relationships:

1. **Board Members/Directors** - Provide helpful, courteous assistance and service.
2. **General Public** - Presents a friendly, courteous image for the Cooperative.
3. **Vendors –** Maintain a professional relationship with vendors while sharing only a minimum amount of information to keep security as a high priority.
4. **Power Companies and Other Cooperatives** - Exchanges of information that would be mutually beneficial in maintaining good working relationships.
5. **Legal and Regulatory Agencies** - Maintain professional relationships with agencies and organizations involved in IT and other applicable regulations.

G. Position Requirements:

1. Education
    a. A Bachelor of Science degree from an accredited college or university in computer science or information systems or the equivalent in demonstrated knowledge and experience.

2. Experience
    a. A minimum of three years' experience in computer science or information systems.
    b. Experience in network security, current Microsoft Operating systems, client-server operating environments - including virtual infrastructure and TCP / IP environments.

3. Knowledge
    a. Must have a strong knowledge of SMTP / ActiveSync, internet, and network/client security.
    b. Knowledge of IP-based video surveillance systems, IP phone systems, audio / visual systems, and WAN/LAN connectivity (fiber/microwave) is highly desirable.
    c. Must have good working knowledge in troubleshooting domain-related issues and Microsoft Office Products.
    d. Must have a good understanding of Virtual Server Infrastructure including different type of Storage Area Network environments and Virtual Switching.

4. Abilities and Skills
    a. Must be able to to effectively coordinate available resources, set priorities, and multi-task projects with exceptional accuracy and completion.
    b. Must be able to effectively communicate with individuals, large or small groups, both orally and in writing.
    c. Possess the ability to maintain accurate records is essential.
    d. Must be able to analyze data and reports, conduct research and coordinate people and resources.
    e. Should be capable of drawing valid conclusions and project consequences of decisions and recommendations, as well as setting priorities and meeting deadlines.
    f. Must possess the ability to maintain effective working relationships with employees and the general public.
    g. Must be highly self-motivated, self-directed, and attentive to detail.
    h. Must be able to self-learn and understand new systems quickly and train other employees on newly learned system effectively.

i. Must be able to follow directions and work with other cooperative personnel as assigned.
j. Must be able to attend work regularly and predictably. Work is normally scheduled Monday through Friday, with occasional work outside of normal hours as required.
k. Must possess a high level of integrity.
l. Must be honest and trustworthy.
m. Must be courteous, friendly, and able to work well with diverse groups of people.
n. Must be able to maintain confidentiality.
o. Must be able to use office equipment, such as a copier, computer, plotter and printer.
p. Must be able to gain and maintain the respect of others, both inside and outside the Cooperative.
q. Must be able to travel throughout the service area. Other travel outside the service area may be assigned.
r. Must possess a valid New Mexico driver's license or be able to obtain one prior to employment. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.

H. Working Conditions:

1. Generally accepted office working conditions with some outside work.

I. Physical Requirements:

Central Valley Electric Cooperative, Inc. has deemed the Information Technology (IT) Technician position to be a safety-sensitive position.

1. Sedentary work requiring exertion up to 25 pounds of force occasionally and/or a negligible amount of force frequently. Light lifting is generally 25 pounds or less, with occasional lifting over 25 pounds.
2. The job requires sitting most of the time, primarily at a desk or vehicle while out in the field.
3. Must be able to stand and walk on various terrains.
4. Exposure to various weather conditions exists.
5. Requires repetitive motions with hands and fingers such as dialing or keyboarding.
6. Occasionally required to stoop, kneel, crouch or crawl.
7. Low exposure to electrical shock exists for this position.
8. Specific vision abilities required include close vision, peripheral vision, and the ability to adjust focus.
9. Must be willing to submit to random alcohol and drug testing per company policy.

Confidentiality Acknowledgement: The Information Technology (IT) Technician acknowledges the need for confidentiality in all cooperative matters and further acknowledges that no confidential information will be released or communicated without the express authorization of the CEO.

_____ _____

Employee Date

_____ _____

IT Supervisor Date