

# Presque Isle Electric & Gas Co-op

## Job Description

**Job Title:** IT Support Technician  
**Department:** Information Systems  
**Reports To:** IT Operations & Security Manager  
**FLSA Status:** Exempt  
**Prepared By:** RPK  
**Prepared Date:** October 19, 2020  
**Approved By:**  
**Approved Date:**

**Summary:** This position performs as a member of the Leadership team and reports directly to the IT Operations & Security Manager. The IT Support Technician is responsible for providing technical support for computers, printers and other technology used by PIE&G Coop employees according to company policies and procedures, in alignment with compliance requirements, and in coordination with other PIE&G team members.

### **Essential Duties and Responsibilities:** (Other Duties Maybe Assigned)

1. Responds to requests from staff, service providers, and outside vendors to provide technical assistance and support.
2. Troubleshoots computer and peripheral issues and provides hardware replacement, cleaning, or repair.
3. Maintains compliance with software licensing, inventory, and software updates.
4. Tracks and can provide documentation for work performed as requested.
5. Creates new procedures or updates current procedures, as necessary.
6. Utilizes remote desktop tools to assist employees at remote locations.
7. Oversees the backup process by performing scheduled restores, monitoring the backup success, and acting on any issues encountered.
8. Performs all duties in a manner that ensures that the IT environment is always maintained.
9. Performs configurations, installations, and provides support of PIE&G systems, as directed.
10. Performs daily administration, monitoring logs and device health.
11. Documents and maintains Infrastructure configuration detail.
12. Implements assigned projects in a timely manner.
13. Communicates with the management team to keep them appropriately informed.
14. Supports telecommunication equipment and services (VOIP, POTs, FAX, etc..).
15. Supports Mobile devices including cell phones and tablets.
16. Facilitates IT end user training.
17. Assists with research on technical computer topics.
18. Utilizes industry best practices for protecting computers, networks, programs, and data from unintended or unauthorized access, change, theft, or destruction.
19. Assists in the PIE&G Cyber Security Awareness Program implementation and ongoing development.
20. Assists in maintaining PIE&G Payment Card Industry (PCI) compliance, the Co-op's "Red Flag" Identity Theft Program, and PIE&G's IT policies.
21. Assists the Co-op's established business partners to attain IT security objectives.
22. Assists with the maintenance and implementation of the Co-op's IT Disaster Recovery Plan.
23. Collaborates and provides input for the IT budgeting process.
24. Participates as a member of the IT Security Incident Response Team (iSIRT) team.
25. Performs IT support independently, in the absence of the IT Director and the IT Operations & Security Manager.
26. Other duties as defined by the IT Operations & Security Manager.

27. Represents the Cooperative and promotes the PIE&G brand at community organizations and functions (fairs, parades, meetings, etc..) in the service area as a member, guest speaker or participant.
28. Establishes and maintains effective professional working relationships with co-workers, all levels of management, and Cooperative associates.
29. Participates as a member of Cooperative committees and project teams as assigned.
30. Working extended hours occasionally, as the need arises, which may include working nights, weekends, and holidays to meet the needs of the Cooperative.

### **Supervisory Responsibilities**

May directly supervises IT contractors and business-related associates. Carries out supervisory responsibilities in accordance with the Co-op's policies and applicable laws.

### **Education and/or Experience**

Associates degree (AA/AS) in Information Technology, or related field from an accredited college or university; two to five years of related experience and/or internships; or equivalent combination of education and experience.

### **Desired Job Skills**

- Excellent customer support skills, with experience interacting with IT vendors and supporting office/field employees.
- Proficient in the latest releases of Windows Operating Systems, including configuration, maintenance, and troubleshooting.
- Proficient and capable of providing support of Microsoft Office Applications (Word, Excel, PowerPoint, etc.) and Office 365.
- Possess a working knowledge of switches (HP preferred), routers, IP addressing schemes, Active Directory (AD), Domain Naming Services (DNS), DHCP, VPN, and WAN and LAN connectivity.
- Familiar with Windows servers, Linux servers, Backup systems (Veeam), and Mobile Device Management (Maas360).
- Experience implementing and supporting WIFI networks, Access Points, cell phones, and other handheld technologies (Apple, Android, etc..).
- Experience with tracking work and documenting results when completed.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates

changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes himself available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with

strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds Cooperative values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Cooperative's goals and values; Benefits Cooperative through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve Cooperative goals; Understands Cooperative's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - 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.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - 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.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work

when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Confidentiality - Uses discretion and maintains confidentiality in all sensitive and personal matters.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to management, public groups, and/or boards of directors.

Mathematical Skills - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills - To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Internet software; Inventory software; Payroll systems; Spreadsheet software and Word Processing software.

### **Certificates, Licenses, Registrations**

Must possess a current valid driver's license and the ability to remain insurable under the Cooperative's vehicle liability policy.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential Duties and Responsibilities of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms, get in and out of vehicles and climb up and down stairs. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, occasional driving and overnight travel are required.