

JOB TITLE: INFORMATION TECHNOLOGY COORDINATOR

REPORTS TO: MANAGER OF CORPORATE SERVICES

GENERAL SUMMARY:

Provide support to the Corporate Services Department in the areas of computer troubleshooting; AMI troubleshooting and maintenance, report processing, hardware and software installation and maintenance, and training for the purpose of providing adequate computer services to all employees. Serves as back-up for warehousing needs.

ESSENTIAL DUTIES AND TASKS:

- (a) Assists in maintaining and developing Internet, Intranet, Extranet, email, external web page, and telephone system to assure these resources are available and effectively used by employees, related businesses and members.
- (b) Assists in maintaining the mainframe and personal computer network system by diagnosing and isolating malfunctioning components, attaching or removing devices as needed by users, loading new applications, and testing new software, to ensure that the computer network is functioning properly and efficiently and meets the user's needs.
- (c) Assists in data processing training and provides technical assistance to users as requested or directed to help users become more proficient in the use of the personal computer network system.
- (d) Keeps informed regarding applicable computer software and able to coach users in their application to assist them in keeping up-to-date regarding the most efficient and effective methods to complete their job responsibilities.
- (e) Maintains a current knowledge of improvements and upgrades of data processing equipment utilized by the Cooperative.
- (f) Keeps informed of latest cybersecurity best practices and assists in maintaining the FME network in a secure and up-to-date status. Addresses user concerns and assists with coaching users in cyber threat awareness.
- (g) AMI technology:
 - (1) Troubleshoots non-reporting meters.
 - (2) Assists with coordinating the installation of sharkfins, repeaters, and other devices to maximize the efficiency of the AMI system.
 - (3) Assists with AMI tower communications and troubleshooting.
 - (4) Assists with efficiently reporting AMI data to the SEDC MDM platform to insure accurate billing.
- (g) Assists with warehousing and inventory controls as directed.
- (h) Assists with property and grounds maintenance as directed.
- (i) Performs such other activities as required or directed.

MINIMUM QUALIFICATIONS:

Two-year Vocational Technical degree, plus a minimum of 2 years computer operation and report writing experience; or a combination of education and experience providing equivalent knowledge. Preference given for knowledge and/or experience in SQL and Oracle database maintenance.

SPECIALIZED SKILLS AND KNOWLEDGE:

- Knowledge of SEDC software, Tantalus software, communications equipment and operating systems as they relate to system administration and maintenance.
- Knowledge of PC applications, Microsoft Exchange and Microsoft Office programs to assist users.
- Knowledge of Microsoft Access program for report writing in our main application system.
- Skill in performing basic mathematical computations.
- Skill in communicating with employees and vendors to diagnose computer problems.
- Ability to resolve basic system problems and data losses through research and investigation of documentation and drawing from past experience.
- Ability to prioritize multiple tasks under strict and varying deadlines.
- Ability to ensure the accuracy of data entered into various systems.
- Must be well organized and write legibly
- Must be able to lift up to 50 lbs.