Maquoketa Valley Electric Cooperative

Job Title: IT Support Specialist

SUMMARY

This position is full-time and works at our Anamosa, IA headquarters. The position is primarily responsible for providing training, guidance and support for MVEC personnel in computers, software and systems as required. Works closely with employees to resolve IT issues on a real time basis and provides training when required.

Position serves as a liaison between our software vendors and end-users, to ensure all software is operating as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended to describe the general nature and level of work being performed by the individual. They are not intended to be construed as an exhaustive list of all responsibilities. The IT Support Specialist shall be required to perform any other duties assigned in order to fulfill the objectives of the Cooperative.

- Provide hands on support for all employees using MVEC equipment
- Install new hardware and software as required and load authorized software platforms.
- Assist end-users with software issues, interfacing with vendor support staff to resolve any outstanding issues.
- Provide end-user training on IT issues as required.
- Troubleshoot networking issues for customers of MVlink fiber internet
- Protect all information systems from inappropriate access
- Maintain and monitor MVEC computer network including software, hardware, connectivity etc. when required
- Keep abreast of new technology, analyze and review its application to the industry and MVEC's operations.
- Consult with users to determine hardware and software needs.
- Propose annual budget for equipment replacement
- Responsible for providing a safe work environment for themselves and all employees working near them

SUPERVISORY RESPONSIBILITIES
This position has no supervisory responsibilities.

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.

- Must be able to organize work to complete deadlines.
- Excellent communications skills are required, including the ability to explain technical issues to non-technical staff.
- Must possess an understanding of computer operations, service and maintenance.
- Familiarity with network/domain administration, programming, and security a plus.

Education and Experience
Associates degree in Information Systems or a related field is required.
Experience with Microsoft products
Experience with domain/network administration is a plus

Required Licenses or Certifications
Valid Driver's License

Language Skills
This position must have the ability to read, analyze, and interpret technical manuals as well as the ability to effectively present information and respond to questions.

Reasoning Ability
Ability to apply common sense understanding and to carry out instructions furnished in written or oral form; Ability to define problems, collect data, establish facts, and draw conclusions.

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. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is required to stand. The employee is required to walk. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, 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. A combination of Inside and Outside work may be required. Irregular hours including

nights, weekends and holidays may be involved particularly during emergency situations.

EXTERNAL RELATIONSHIPS
This position will work frequently with people inside and outside the Cooperative. Must portray a positive, professional image of Maquoketa Valley Electric Cooperative in all communication and actions.

Vendors: Interface with vendor support personnel to resolve problems with existing products. Obtains information on new products and evaluates hardware and software making recommendations for purchase.

Employees: Assists employees with all types of hardware and software issues, monitoring the various IT assets of the organization to ensure they are performing optimally.