



## Job Description Information Technology Specialist

**Department:** Information Technology  
**Reports To:** Supervisor, Business Systems

**Last Updated:** 9/15/2020

**Classifications:**

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

**Supervises:** n/a

*Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.*

*GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.*

*Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.*

**Position Summary:**

Answer questions and provide solutions for Company staff technology problems in areas of expertise and administer Intranet content.

**Experience/Education:**

- High school diploma or equivalence certificate in addition to proficiency in a broad range of computing technologies and application of technology solutions to resolve problems, typically attained through a Bachelor's degree in a computer-related field and one or more years of experience, or equivalent experience/education.
- Competent with IT security practices and software, including anti-virus, anti-SPAM, and personal firewalls.
- Competent with business application systems such as CIS, FMS, MMS, OMS.
- Competent with iSeries operations, remote control software, such as LAN Desk, Virtual Network Computing, and Microsoft Terminal Services
- Competent with Active Directory, patch management, database systems, and Group Policy objects.
- Competent with network protocols such as DHCP, DNS, TCP/IP, NetBIOS, and VoIP.
- Competent with phone systems such as Avaya.
- Competent with document imaging and workflow software.
- Proficient with functionality and capability of IT hardware such as pc's, laptops, mobile and smart phones, modems, and ancillary equipment.
- Proficient with Microsoft Internet Information Services.
- Proficient with Microsoft operating systems and productivity software, including Microsoft Office, in an enterprise environment.
- Proficient with web-based content management systems.
- Ability and willingness to adapt and learn new technology as the computer industry continues

to develop new technologies.

- Proficient with position-specific software and applications.
- Proficient with general office equipment.
- Proficient with position-specific equipment.

**Essential Duties/Responsibilities:**

- Maintain confidentiality of information as appropriate.
- Support Company's general office equipment infrastructure, including installation and maintenance of printing, copying, faxing, and scanning equipment, to meet end user needs. Provide selection input in support of consistent technologies and user experiences throughout all offices.
- Promote proper use of document imaging and electronic workflow systems by supporting customer users.
- Support business applications such as CIS, FMS, MMS, OMS, and AMI.
- Manage end-user checkout program for IT supported equipment.
- Coordinate and/or perform fixes, including installation and upgrades of software, hardware, implementation of file backups, and configuration of systems and applications.
- Support setup, documentation, and training of staff phone and voicemail tools.
- Learn and test applications and equipment for reliability and end-user functionality.
- Document technical processes so others may perform similar tasks.
- Ensure adequate inventory of resources, including hardware, software, printers, telephones, and other ancillary IT equipment to meet end-user needs.
- Monitor developments in areas of responsibility to ensure company processes and products are current within the industry.
- Provide support for Company help desk as necessary.
- Work with help desk staff to share knowledge, coordinate schedules to ensure 95 percent coverage, and to help with outstanding help desk cases.

**Significant Duties/Responsibilities:**

- Build, and configure, PC's and laptops operating Windows.
- Direct activities of IT Specialist(s) peers and Help Desk and Data Specialist(s) on assignments as necessary in troubleshooting, problem solving and/or installation and maintenance of equipment.

**Required Skills:**

- Ability to effectively read, write and speak the English language to communicate in a clear, straight forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Complex Problem Solving: identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Instructing: teaching others how to do something.

- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis: determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Time Management: managing one's own time.
- Installation: installing equipment, machines, wiring, or programs to meet specifications.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operation Monitoring: watching gauges, dials, or other indicators to make sure a machine is working properly.
- Quality Control Analysis: conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation: identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Operation and Control: controlling operations of equipment or systems.
- Equipment Maintenance: performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Equipment Selection: determining the kind of tools and equipment needed to do a job.
- Persuasion: persuading others to change their minds or behavior.
- Repairing: repairing machines or systems using the needed tools.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Technology Design: generating or adapting equipment and technology to serve user needs.
- Management of Material Resources: obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Operations Analysis: analyzing needs and product requirements to create a design.

### **Attributes:**

- Integrity: Exhibits a high degree of integrity and honesty.
- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise appropriate discretion and confidentiality.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.

- **Problem Sensitivity:** able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Deductive Reasoning:** able to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning:** able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Finger Dexterity:** able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- **Wrist-Finger Speed:** able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- **Arm-Hand Steadiness:** able to keep hand and arm steady while moving arm or while holding arm and hand in one position.
- **Visualization:** able to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- **Fluency of Ideas:** able to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Speed of Closure:** able to quickly make sense of, combine, and organize information into meaningful patterns.
- **Flexibility of Closure:** able to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- **Originality:** able to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

**Additional Preferences:**

- 

**Problem Solving and Freedom to Act**

Problems are difficult. Methods and procedures are defined. Judgment is required to apply them to the work. Work may be varied but tasks are directly related.

**Working Relationships/Communications:**

Requires contacts for the purpose of developing or communicating plans, coordinating activities or advising others. Gaining acceptance and influencing others may be necessary.

Internal: Peers, management

External: Peers, contractors, vendors