



POSITION DESCRIPTION

Position Title:	IT (Information Technology) Generalist		
Description Number:	3.1.1	Classification:	Professional
Department:	Business Solutions	FLSA Status:	Exempt
Date issued/Revised:	August 2024	Employment Status:	Full-time

The following are essential functions of this position and not intended to be all-inclusive. An employee may be directed to perform other reasonably related job duties and responsibilities. LREC reserves the right to revise or change the job duties and responsibilities as the need arises. The position description will be updated accordingly. This position description does not constitute a written or implied contract of employment.

Summary of Position:

The role of the IT Generalist is to provide technical support and assistance for a variety of information technology assets & systems. Ensure the smooth operation of our IT infrastructure. Implement and manage complex systems and solutions via integration of a broad spectrum of hardware and software technologies. Employ scripting and automation tools for efficient system management. Provide support to end users by identifying problems, researching answers, and guiding through corrective steps. Improve knowledge base by writing and maintaining documentation. Administer and engage in cybersecurity policies, procedures, end user training and best practices.

Leading Self:

1. Communicate Effectively – Express ideas clearly and concisely. Provide information people need to know to do their jobs, and to convey motivation for being a member of the team.
2. Interpersonal Skills – Relate well to all people. Carefully listens to the ideas and suggestions of others. Understands own effect on situations and people. Accurately senses when to give and take when negotiating.
3. Manage Self/Results Oriented – Is action oriented, works hard and uses time and resources effectively and efficiently. Takes initiative and completes projects.
4. Individual Performance and Technical Knowledge – Has the functional and technical knowledge and skills to do the job safely, efficiently, and productively.
5. Continuous Learning – Is self-aware of personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve himself/herself.
6. Adaptability – Learn quickly when facing new problems. Change approach midstream when something isn't working.
7. Customer Focused – Dedicated to meeting the expectations and requirements of internal and external customers.
8. Teamwork – Understands and be committed to the goals of the team. Collaborate well with others.
9. Business Focused – Understands LREC and LRES business and the impact of each employee's fair share of work. Uses time and resources to accomplish LREC and LRES business objectives.

Job Responsibilities:

1. Information Technology (IT) Operations
 - a) Monitor and address support requests to the IT contractor for urgent and repeat issues.
 - b) Maintain availability for support issues either escalated by or outside the scope of the IT contractor.
 - c) Assists the department manager in planning and implementation of the IT strategic plan and the annual budgeting process.
 - d) Participates in the analysis, planning and coordinating of technology related projects.
 - e) Coordinate and moderate support calls between end-users and vendors.
 - f) Maintain adequate licensing for all IT systems including, but not limited to:
 - Network Infrastructure
 - Server Infrastructure
 - Workstations
 - Software Applications
 - Phone System
 - g) Assists the department manager in identifying and facilitating IT related training for end-users.
 - h) Perform compliance testing as required by current PCI standards.
2. Maintain secure and efficient network infrastructure operation.
 - a) Evaluate and provide recommendations for wired and wireless networks, working with the department manager and IT contractor to preform upgrades as needed.
 - b) Ensure backups are functioning to eliminate downtime in the event of hardware failures and internet outages.
 - c) Monitor network stability and available bandwidth.
 - d) Perform network troubleshooting to isolate and diagnose issues.
 - e) Assists the IT contractor in resolving network related issues.
3. Maintain secure and efficient server infrastructure operation.
 - a) Evaluate and provide recommendations for the cooperative's servers, working with the department manager and the IT contractor to preform upgrades, as needed.
 - b) Ensure timely backups are available, based on the criticality of each server.
 - c) Monitor server performance.
 - d) Perform server troubleshooting to isolate and diagnose issues.
 - e) Assists the IT contractor and software vendors in resolving performance related issues.
4. Responsible for efficient operation and support of software applications including but not limited to NISC and Aclara.
 - a) Maintain familiarity with all aspects of these systems, including server infrastructure and end-user applications.
 - b) Stay informed of updates to these systems and inform the proper end-users when these systems need to be updated.
 - c) Maintain integrations between NISC and other systems.
 - d) Assist software vendors and end-users with updates and technical support.
5. Implement innovative technology solutions to increase efficiency within the cooperative
 - a) Collaborate with the department manager and other departments to determine and address technology requirements across the cooperative.
 - b) Create and maintain relationships with software vendors to ensure LREC is utilizing the most effective technologies.
 - c) Design and customize technological systems and platforms to improve the end-user experience.
 - d) Design and maintain task automations.
6. Perform hardware and software lifecycles to ensure end-users are not hindered by out of date systems, including but not limited to:

- a) Workstations
 - b) Tablets
 - c) Phones
 - d) Printers/Copiers/Scanner
7. Cybersecurity
- a) Administer annual cybersecurity training and further training, as needed.
 - b) Ensure all end-users are following best practices regarding the cooperative's cyber security standards.
 - c) Assists in the creation of policies and procedures that enforce the cooperative's cyber security standards.
8. Documentation and record management
- a) Create how-to documents for frequently asked questions.
 - b) Maintain documentation of IT hardware and software including.
 - Warranty/support contracts
 - IP addresses
 - Installation guides
 - Repairs
 - c) Maintain licensing records.
 - d) Track licensing and certificate expiration dates and renew before expiration.
9. Continuing education to stay up to date with the latest technologies in the following areas:
- a) Server hardware and administration
 - b) Networking hardware and administration
 - c) Workstation hardware and administration
 - d) Software upgrades and hardware requirements
 - e) Cybersecurity best practices and current threats

Reporting Relationships:

Reports to:	VP of Business Solutions
Supervises:	No one
Directs work of:	IT Contractor
External relationships:	Computer hardware and software vendors

Specifications:

Education and Experience:

- A combination of education and experience equivalent to 6 years in the Information Technology (IT) field

Skills and Abilities:

- Proficient in server and networking technologies
- Highly proficient in Microsoft Windows server and workstation operating systems, Office 365, Exchange Online, Active Directory and IT security
- Understanding of scripting and query languages and the ability to write in Python, JavaScript and SQL.
- A highly analytical mind-set with superb problem-solving skills
- Ability to work in a rapidly changing environment
- Highly organized and detail oriented
- Strong multi-tasking and time management skills, with the ability to prioritize tasks
- Ability to communicate technical information to a non-technical audience

Additional Expectations:

- Maintain confidentiality regarding LREC proprietary information and other department information

3.1.1 - IT Generalist

- Overtime may be required to complete the duties as directed
- Assistance will be expected during major outages

Physical Demands and Working Conditions:

Work in a climate-controlled office environment with minimal physical exertion. Activities include working with PCs, computer network and communication with employees and computer vendors.

Definition of frequency examples:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

<i>Physical Demands Required to Perform Duties:</i>	
Physical Demands	Frequency Examples
Standing	Frequently
Walking	Frequently
Sitting	Frequently
Lifting, Carrying	Frequently
Twisting, Pushing, Pulling	Occasionally
Climbing, Balancing	Not Applicable
Kneeling, Crawling	Frequently
Talking	Frequently
Hearing	Frequently
Communication	Frequently
Visual ability	Frequently
Bending	Occasionally
Gripping, Grasping	Not Applicable
Other physical demands	Frequently
Working Conditions	Frequency Examples
Exposure to outdoor conditions	Not Applicable
Low visibility	Not Applicable
Noise	Not Applicable
Moving parts	Not Applicable
Energized equipment	Not Applicable
High, exposed places	Not Applicable
Radiant energy	Not Applicable
Exposure to chemicals	Not Applicable
Vehicular traffic	Occasionally
LED/LCD screens	Frequently
Slippery conditions	Occasionally
Other environmental conditions	Not Applicable