



## POSITION DESCRIPTION

Position Title:	<b>IT (Information Technology) Systems &amp; Support Administrator</b>		
Description Number:	3.1.1	Classification:	Professional
Department:	Business Solutions	FLSA Status:	Exempt
Date issued/Revised:	November 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 Systems & Support Administrator is to provide technical support and assistance for a variety of information technology assets and 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 IT efficient systems management. Provide support to end-users by identifying problems, researching answers, and guiding through corrective steps. Assist end-users in creating efficiencies by eliminating repetitive tasks using automation and scripting. Improve knowledge base by writing and maintaining documentation for the IT team and end-users. 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 – 25%
  - 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 enterprise network operations and server infrastructure. – 25%
  - a) Evaluate and provide recommendations for wired and wireless networks servers, working with the department manager and IT contractor to preform upgrades as needed.
  - b) Ensure backup connections are functioning to eliminate downtime in the event of hardware failures and internet outages.
  - c) Ensure timely backups are available, based on the criticality of each server.
  - d) Monitor server performance, network stability and available bandwidth.
  - e) Perform network troubleshooting to isolate and diagnose issues.
  - f) Assist the IT contractor in resolving network related issues and server/software performance issues.
3. Implementation of innovative technology solutions to increase efficiency within the cooperative. – 15%
  - 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 using tools like Zapier and Power Automate, and scripting languages including but not limited to PowerShell, Python, and JavaScript.
4. Responsible for efficient operation and support of utility software applications including but not limited to NISC and Aclara. – 10%
  - 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.
  - e) Assists with the creation queries and custom reports using SQL.
5. Cybersecurity – 10%
  - a) Administer annual cybersecurity training and further training, as needed.
  - b) Ensure all end-users are following current cyber security best practices and comply with the cooperative's cyber security standards.

- c) Assists in the creation of policies and procedures that enforce the cooperative's cyber security standards.
- 6. Perform hardware and software lifecycles to ensure end-users are not hindered by out-of-date systems, including but not limited to: – 5%
  - a) Workstations
  - b) Tablets
  - c) Phones
  - d) Printers/Copiers/Scanners
- 7. Physical Security – 5%
  - a) Responsible for ensuring LREC's security cameras have an annual uptime of 99.9%.
  - b) Maintains and ensures functionality of all security cameras at both LREC offices.
  - c) Works closely with the facilities team to ensure LREC's door management system is functioning properly, providing assistance and collaborating with technical support as needed.
- 8. Documentation and record management – 3%
  - 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) Responsible for tracking licensing and certificate expiration dates, and renewing before expiration.
- 9. Continuing education to stay up to date with the latest technologies in the following areas: – 2%
  - 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, Microsoft 365, Exchange Online, Active Directory, enterprise networking best practices, and IT security
- Requires 1 year of education/experience writing in scripting and query languages, including Python, JavaScript, PowerShell 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
- 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.

<b><i>Physical Demands Required to Perform Duties:</i></b>	
<b>Physical Demands</b>	<b>Frequency Examples</b>
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
<b>Working Conditions</b>	<b>Frequency Examples</b>
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