



**White River Electric Association, Inc.
IT/OT Systems Administrator**

JOB SUMMARY

The IT/OT Systems Administrator is responsible for the maintenance, troubleshooting, upgrading, and security of the WREA IT and OT (operational) networks. These responsibilities include the maintenance and operations of all hardware and software applications that support business and operational processes. This position ensures that systems, services, and infrastructure work reliably and securely and monitors system stability and performance. This position is essential to the success and smooth operation of every department in the company.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required.

- a) Awareness of and deep commitment to cybersecurity. Responsible for the cybersecurity of the WREA IT and OT/SCADA networks. Maintains, monitors, and upgrades the systems, firewalls, servers, backup devices, and other equipment that provide and enhance cybersecurity.
- b) Directs all information systems activities including server, storage, firewall, backup, network, personal computer, tablet, Internet, SCADA, phone, security, radio, fiber, and other communications and data processing systems and ensures that these resources are functioning properly and efficiently.
- c) Patiently and pleasantly teaches and coaches users in all departments in the utilization and troubleshooting of their computing devices, tablets, and software.
- d) Represents the company with professionalism and integrity when in contact with customers, other utilities, vendors, or other entities.
- e) Analyzes computer hardware and software needs to design an economical and efficient information system.

- f) Receives and evaluates requests for additional data processing applications and makes recommendations on required hardware and software to assist in determining whether these requests will meet the user's needs and function in coordination with our existing hardware and software.
- g) Maintains a current knowledge of improvements and upgrades of data processing equipment utilized by the Association and similar utilities, keeps current on new technology developments and recommends changes as needed to ensure the Association is taking advantage of the most efficient and most cost-effective equipment while prioritizing cybersecurity.
- h) Maintains the corporate network by diagnosing and isolating malfunctioning components, attaching or removing devices as needed by users, loading new applications, and testing new software, among others, to ensure that the computer network is functioning properly and efficiently and meets the user's needs.
- i) Maintains and develops Internet, email, and external web page resources to ensure these resources are available and effectively used by employees, related businesses, and customers.
- j) Assists in the development of the annual budget for the information systems needs of the Association to ensure that adequate resources are available to allow employees to perform their job responsibilities in the most efficient and effective manner.
- k) Assists in the evaluation, implementation, and administration of telephone service, cellular services, satellite, and other telecommunication technology as needed to make the best use of the Association's communication resources.
- l) Provides for adequate maintenance and support for the hardware and software applications and provides backup on the computer system and the associated hardware as requested or required to ensure that one person who is familiar with the mechanics of the computer systems is available at all times.
- m) Develops and manages disaster recovery and business continuity planning.
- n) Coordinates with the IT Supervisor and Engineering Manager regarding projects and keep both individuals informed of hardware and software problems, project progress as well as scheduling problems, and all other matters requiring their attention.
- o) All other duties as required and requested.

OTHER SKILLS and ABILITIES

- a) Must be able to work independently as well as in a team environment. Must be able to establish and maintain effective working relationships with coworkers, supervisors, the Board, and members.
- b) Must possess strong interpersonal skills, with the ability to express technical information clearly and simply while working closely with other personnel.
- c) Maintains a high level of professionalism, customer service, and confidentiality.
- d) Attends classes and courses of study to continuously upgrade professional knowledge and skill.
- e) Strong attention to detail and commitment to data accuracy.
- f) Effective analytical, problem solving and research skills required.
- g) Proficiently operates a personal computer, printer and copy machine. Must have and maintain proficient computer skills with standard word processing, presentation, spreadsheet, and email applications.
- h) Technical knowledge in the installation, troubleshooting, repair, and operation of computers, printers, and networks.
- i) Must have a constant awareness of and commitment to cybersecurity, both on and off the job. This will involve but is not limited to personal cell phone usage, company computer, customer information and the discrete handling of privileged information or knowledge gained while on the job as well as off the job. Security codes, passwords, keys, gate combinations, and other information entrusted to this position and all such other work-related information shall not be shared with others who do not have both work-related need and authorization/clearance.
- j) Keeps informed on the Association's policies, plans, and programs. Attends safety meetings, trainings, and other employee meetings as required. Uses safe working procedures and looks out for the safety of others.
- k) Practices proper traffic procedures and complies with all traffic laws, rules, and regulations while operating a company vehicle.
- l) Cares for and maintains all Association-assigned equipment and supplies.

EDUCATION and/or EXPERIENCE and QUALIFICATIONS

- a) EDUCATION & EXPERIENCE
 - a. A bachelor's degree in information systems, computer science or a closely related field plus five (5) or more years of full-time IT experience OR
 - b. An associate's degree in information systems, computer science or a closely related field plus seven (7) or more years of full-time IT experience OR
 - c. Ten (10) or more years of full-time IT experience with no directly related degree

b) **CERTIFICATIONS & LICENSES:**

a. Any related IT certifications will be strongly weighed.

c) Possession of, or ability to obtain, a valid Colorado Driver's License.

d) **JOB KNOWLEDGE:** Must have a good understanding of the following:

a. Windows PC and server operating systems

b. Basic networking, including firewalls, servers, virtualization, storage, and backup

c. Working knowledge of PC applications, hardware and software required.

d. Technical knowledge in the installation, troubleshooting and operation of computers, printers, and networks.

e. Cybersecurity of corporate and operational networks.

e) Must be able to pass a pre-employment drug and alcohol test and will be subject to random drug and alcohol testing.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the individual must have sufficient physical health to perform the duties and responsibilities of the position.

a) This position involves mostly sitting but could involve long periods of standing or walking. The individual is required to sit; use hands to handle or feel objects, tools, or controls; and reach with hands and arms.

b) The individual is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, crawl or climb stairs.

c) The individual is occasionally required to lift and/or move up to 100 pounds and occasionally lift and/or carry such articles as computer printouts, map books, ledgers, small tools, computer monitors, etc. Requires repetitive motions with hands and fingers such as dialing and keyboarding. Walking and standing will be required.

d) Must be able to see, hear, speak, read, write and understand the English language well enough to communicate courteously, consistently and accurately with consumers, fellow employees and supervisor.

e) Must be able to travel to attend meetings, seminars, etc., which are related to specific job functions.

f) Must be able to speak clearly and fluently over the telephone and in person.

- g) Must work well individually and with others in a highly collaborative team environment.
- h) Must have acute consciousness of safety and a positive attitude toward accident prevention.
- i) Must be able to handle constant high-pressure situations.
- j) Must be able to work beyond ten-hour days or weekends as required.

REPORTING RELATIONSHIPS

- a) Reports to: IT & GIS Supervisor
- b) Responsible for: Non-supervisory position

GENERAL COMMENTS AND ACKNOWLEDGEMENTS

All employees shall understand and follow rules and policies as stated in the White River Electric Employee Handbook and Safety Manual. The skills and duties listed are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All employees will maintain a business-like appearance. Employees are held accountable for all duties of this job.

Acknowledged & Accepted: _____
(Employee Signature)

(Dated)