



## **Internet Technician**

### **Department: IT/Metering**

#### **Job Description**

**FLSA Status:** Non-Exempt, Hourly

- I. BASIC FUNCTION**– Installs and maintains network communications hardware and data communications wiring systems necessary to support infrastructure for servers, workstations, and associated peripherals. Provides problem analysis/resolution for network communications and workstation hardware trouble calls.

#### **II. DUTIES AND RESPONSIBILITIES**

- A. Assist in maintaining a safe working and living environment for employees, members, and the general public by adhering to policies, procedures, and regulations.
- B. Serves members by providing services requested, answering questions, and offering assistance.
- C. Ensures the present and future accomplishments of the departmental and organizational goals by assisting the Manager of IT/Metering in developing the competencies, teamwork, and professionalism of the departmental staff and IT operations.
- D. Assists the manager of IT/Metering by helping in preparing, reviewing, and researching consumer correspondence; conducting studies and researching special topics; by providing board-related information; and participating with affiliated and ally organizations in the area of IT and billing.
- E. Helps others by performing other related duties as may be requested and cooperates with other departments and by being available for work during regular hours and after hours when needed and during emergencies as well at all annual meetings.
- F. Assists in the WCEC budgeting and planning process by reviewing all Capital Budgets requests for technology related items and assisting with the determination of feasibility and compatibility with existing WCEC equipment and by reviewing and keeping abreast of new and emerging technologies and making recommendations about the same.
- G. Assist in the construction, Operation, and maintenance of electronic facilities by possessing a knowledge of electronics and applicable codes; by researching and analyzing various electronic data; by maintaining all electronic equipment, test equipment and other associated equipment; by performing all indoor and outdoor tasks as required; by maintaining accurate and efficient associated records; by conducting studies and researching special topics; by participating with affiliated and ally organizations; and by reporting pertinent information to the proper supervisory personnel.

- H. Assist in the maintenance and operation of the WCEC local area network and peripheral equipment by monitoring the system, responding to operating and computer messages, maintaining peripheral equipment, performing data backups as necessary, and restricting access through security procedures.
- I. Maintain & operate the wire hand wireless broadband service by monitoring the system, responding to operating and computer messages, maintaining core peripheral equipment, ensuring backups are performed, installations of new core and end user equipment, supporting/ troubleshooting end user issues, and handle issues with end users with limited computer experience.
- J. Maintain & operate the WCEC web server that provides a web and email presence to the WCEC staff and Wireless Internet customers by monitoring the system, responding to error messages, maintaining software updates, ensuring backups are performed, supporting/troubleshooting end user issues, and handling issues with end users with limited computer experience.
- K. In addition, other responsibilities may be assigned to perform other duties from time to time.

***Note: This job description lists major responsibilities. They are not intended to cover every aspect of the position. The scope and duties of a given position may change or be temporarily altered based on the business need of the Cooperative. The basic requirement of every position is to perform all tasks safely and as assigned by the respective supervisor***

### **III. QUALIFICATIONS**

1. High School Diploma or GED.
2. Associate's degree in computer science or similar or /2 years of computer experience.
3. Proficiency with computers and other standard office equipment.
4. Expertise in computer hardware and software.
5. Strong Customer Service skills required.
6. Demonstrates problem-solving, data analysis, and critical thinking skills.
7. Must live within a 30-minute radius from the Office.
8. Must have or be able to obtain a valid Texas Driver's License with an acceptable driving record and be able to operate WCEC Vehicles.

### **IV. WORK BEHAVIOR**

1. Must be a great team player.
2. Must have a positive attitude.
3. Strong and positive leadership.
4. Self-directed.
5. Must be professional and dependable.
6. Problem-solving/Analysis/Decision Making
7. Must maintain strict confidentiality in performance of duties.
8. Must be able to communicate effectively with fellow employees and members.

**V. WORKING CONDITIONS**

1. Good physical condition: Sitting (25%), Standing/walking (75%), bending, lifting (50lbs. minimum)
2. Must have effective oral and written communication skills.
3. Must be able to climb off and on a tower at elevated heights exceeding 100'ft.
4. Must be able to work in the presence of environmental factors such as heat/cold, dust, and high winds and noise
5. Common and complex eye, hand, and finger dexterity required.
6. Essential functions require talking, hearing, and seeing.
7. Must be available for on-call duty as required.
8. Must be available for planned and emergency overtime as required.
9. Occasional Travel for training.

**VI. REPORTING RELATIONSHIPS**

- A. Reports to:  
(1) Manager of Information Technology & Metering

Approved By:

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*Department Head*

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*Date*

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*General Manager/ CEO*

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*Date*

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*Human Resources*

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*Date*