




Your Touchstone Energy® Cooperative 

This institution is an equal opportunity provider and employer.

Iowa Office

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Minnesota Office

Street Address: 31110 Cooperative Way, Rushford, MN 55971

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September 30, 2024

Information Technology Systems Specialist

MiEnergy Cooperative is seeking applications for an Information Technology Systems Specialist position. A partial list of responsibilities includes: Maintain, deploy and troubleshoot computing devices, mobile devices, software and network systems to ensure optimal functionality. Perform regular updates and maintenance on server and network hardware, ensuring systems are up-to-date and secure. Provide support and backup for key functions across various departments, ensuring that all critical IT operations are covered. Assess and respond appropriately to unexpected or complex software, design or networking issues, providing effective solutions to minimize downtime.

A complete job description can be obtained with an application from June Vitse.

If June is not available, please see Vassil Vutov.

Qualifications include:

- High school graduate required and degree in Information Technology, Computer Science or a related field, and/or 1-3 years of experience in IT support, systems administration or a related role.
- Ability to work independently and as part of a team.
- Ability to quickly absorb and learn new technologies, software and hardware components and troubleshoot and resolve technical issues efficiently.
- Residency requirements are to reside within the MiEnergy service territory.
- This position will report to the Rushford or Cresco office.

This is an hourly non-union position. Compensation is based on education and experience.

Applications will be accepted until the position is filled.

MIENERGY COOPERATIVE

POSITION DESCRIPTION

IT Systems Specialist

1. Objective

Performs required work in connection with the implementation, operation, engineering, and support of all forms of datacenter, network and related equipment. Maintain and configure the core network, datacenter, wired/wireless and business applications. Assists in the day to day maintenance/operations as well as other duties as assigned by management. Partner with all departments in providing the highest quality of service. Communicates effectively and politely with all employees and members.

2. Reporting Relationships

Reports to the VP of Information Technology

3. Responsibilities and Essential Job Functions

- Maintain, deploy, and troubleshoot computing devices, mobile devices, software, and network systems to ensure optimal functionality.
- Oversee and manage day-to-day IT infrastructure, ensuring that all systems are running smoothly and efficiently.
- Provide general IT support to employees, assist with desktop and mobile device issues, and resolving technical problems promptly.
- Maintain the functionality and performance of all workstations, ensuring they meet the operational needs of the organization.
- Perform regular updates and maintenance on server and network hardware, ensuring systems are up-to-date and secure.
- Maintain system redundancy and security protocols, and support user business systems to ensure data integrity and continuity.
- Provide support and backup for key functions across various departments, ensuring that all critical IT operations are covered.
- Assist employees with IT needs, including answering questions, troubleshooting hardware and software issues, and providing useful advice.
- Evaluate and recommend new technologies, platforms, protocols, and applications that align with the organization's business requirements.

- Assess and respond appropriately to unexpected or complex software, design, or networking issues, providing effective solutions to minimize downtime.

4. Organizational Competencies

- Safety Awareness – comply with safety policies and procedures.
- Accuracy - perform work accurately and thoroughly
- Time Management - utilize the available time to be organized and complete work within given deadlines
- Organizational Knowledge – Abides by the policies of the Cooperative and always conducts self in a professional manner while representing the Cooperative.
- Interpersonal – Ability to get along well with a variety of personalities and individuals.
- Teamwork – Supports teamwork by effective participation, cooperation, and communication. Provides continuous improvement to employee culture, motivation, productivity, and quality of a production through teamwork.

5. Qualifications

- Degree in Information Technology, Computer Science, or a related field, or equivalent experience.
- Ability to communicate, both orally and in writing, in a clear and concise manner.
- Ability to quickly absorb and learn new technologies, software, and hardware components, and troubleshoot and resolve technical issues efficiently
- Strong research skills with the ability to independently investigate issues and communicate technical subject matter to non-technical audiences.
- Ability to work independently and as part of a team.
- 1-3 years of experience in IT support, systems administration, or a related role.
- Must have intermediate to advanced knowledge of computers and ability to use and deploy computer hardware and software systems.
- Proficiency with Microsoft products, including Windows and Office 365, networking and mobile device management
- Windows Server, Linux, and virtualization experience are desirable but not required.
- Network/server administration, and other IT systems integrations is desirable.
- Residency requirements are to reside within the MiEnergy service territory.

6. Work Environment and Physical Demands

- While performing the duties of the job, the employee is regularly required to sit; use hands to handle or feel; reach with hands and arms and talk or hear.
- The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close/distance/color/peripheral vision, focus and depth perception.
- The employee is occasionally exposed to moving mechanical parts.
- The noise level in the work environment is usually moderate.
- Occasional travel outside the Cooperatives service area for work, meetings and other events that may require overnight stays away from home. Attendance at evening and weekend events occasionally required, as well as irregular hours.

7. Other Job Requirements

- Proof of U.S. Work Eligibility.
- Valid Driver's License, insurable driving record history and conforms to all safety practices on the job.
- Ability to occasionally work after hours to perform network maintenance and equipment upgrades.
- On-going training when deemed necessary by Management.

8. Wage and Salary

This is a salaried position.

9. DISCLAIMER CLAUSE

I have read and understand the information contained in the Job Description and Specifications. I further understand that this Job Description and Specifications is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or working conditions associated with this job. I may be required to perform additional tasks necessary to meet company job duties. The Job Description is intended to be an accurate reflection of the principal job elements essential for making fair decisions.

I acknowledge that I have received a copy of this job description on the given date.

Signature

Date