DOUGLAS ELECTRIC COOPERATIVE
A Touchstone Energy® Cooperative
1981 N.E. Stephens St., P.O. Box 1327, Roseburg, OR 97470
541-673-6616 www.douglaselectric.com

POSITION DESCRIPTION

Position Title:	**IT/GIS Administrator I**	FLSA Status:	Exempt
Department:	IT	Union Status:	Non-Union
Reports To:	Director of IT	Employment Status:	Full-Time

Purpose of Position

This is a mid-level IT/GIS Administrator position, with responsibility for providing corporate-wide server and end-user PC support for a variety of computer equipment, software and operating systems and assorted peripherals. Maintains corporate networking including Windows and other servers, wired and wireless networks. Implements scripts and other programming to automate end user needs and system tasks. Helps evaluate new technologies. Collects and maintains GIS/GPS data from both internal and external sources. Provides assistance, as needed, to the Director of IT in the performance of his/her duties and responsibilities.

Core Competencies

1. **Safety:** Adhere to all workplace and trade safety laws, regulations, standards, rules, and practices. Use of Personal Protective Equipment as required. Take individual responsibility in managing safety risks and reporting unsafe conditions or unsafe work practices. Respond positively to safety-oriented feedback. Contribute to a culture of safety.

2. **Quality of Work:** Produce thorough, high quality work with minimal errors. Seek feedback, make corrections as needed. Identify problems and solve them. Strive to improve processes. Work collaboratively with team members to implement systemic changes.

3. **Productivity:** Complete assigned work in a timely fashion. Utilize slow periods productively. Produce amount and volume expected, at accepted speed.

4. **Technical Skills/Job Knowledge:** Demonstrate appropriate level of understanding of technical skills in area of expertise, technology, products, and/or processes involved. Perform assigned duties. Keep current on changes. Competent with all technology and industry best practices necessary to perform job. Maintain necessary certification(s).

5. **Communication:** Oral and written communication clearly convey information. Keep others informed of activities and problems in timely manner. Listen well. Respond appropriately and respectfully.

6. **Teamwork/Ability To Work With Others:** Demonstrate ability to work in positive manner with co-workers and/or customers with differing backgrounds, opinions, capabilities, etc. Willingly share skills, competencies, and knowledge with others. Establish and maintain strong, effective working relationships. Contribute effectively to group efforts. Promote harmony. Agree to disagree without damaging relationships.

7. **Accountability:** Maintain excellent attendance and punctuality. Arrive on-time and be prepared to work. Accept responsibility for work and actions. Be reliable.

8. **Integrity**: Demonstrate honesty, high ethical standards, and respect for all team members, co-workers, and DEC members.

9. **Professionalism**: Always address internal and external customers with courtesy and respect. Dress in work attire appropriate to the position. Communicate business information in timely fashion, using means of communication appropriate to the situation.

10. **Support of Cooperative Goals, Policies, and Procedures**: Support Cooperative goals. Adhere to all Cooperative policies and procedures. Understand that internal customer and external member focus is always top priority. Contribute effectively in support of that priority.

11. **Problem-Solving**: Use sound logic and methodology to solve problems. Explore multiple sources for answers, as required. Able to identify hidden problems. Propose solutions.

Job Responsibilities

IT Responsibilities

1. Works closely with and takes direction from the Director of IT in performance of his or her day to day duties.
2. Ensure that all backups are occurring as scheduled and are readily available and accessible.
3. Must be able to perform disaster recovery in the event of a catastrophic hardware of software failure.
4. Maintains information systems security by controlling access to key systems, as well as designing, implementing, and maintaining information security programs.
5. Assists the Director of IT with installing and maintaining all applicable updates/patches for all software applications, server hardware, network switches, firewalls, SCADA systems, and any other network attached devices.
6. Provides basic and advanced PC support to Cooperative employees and Board of Directors regarding computer needs. Performs computer setup for users: installs software, hardware and network protocols.
7. Provides routine technical service for business equipment; analyzes and diagnoses faults and symptoms using established processes and procedures and corrects errors to maintain computer systems. Maintains a Help Desk program to provide computer and information resources to support users and corporate requirements, to store the database of history and resolution of problems and to track user requests and other department projects.
8. Monitors and analyzes network resources (hardware, software, traffic) and performance.
9. Informs the Director of IT of hardware and software problems, project progress, as well as scheduling problems, and all other matters requiring attention. Makes recommendations for network improvements. Records problems such as down time and actions taken to alleviate future occurrences.

GIS Responsibilities

10. Ensures GIS data is up to date. Processes data by using automated and manual input methods from sources internal and external of DEC.
11. Works closely with the Engineering and Operations departments to provide mapping services and to maintain timely and accurate maps.
12. Processes data changes and updates as required. Improves accuracy of data using input from other employees.
13. Assists with end-user GIS support.
14. Performs field audits of the GIS data to identify missing or incorrect data.
15. Maintains GIS library.

General Responsibilities

16. Documents procedures.
17. Coordinates and cooperates with:
    a. Internal: Works with all fellow employees and board members to help the Cooperative maintain a high productivity level.
    b. External: Members, public officials, vendors, other utilities and the public.
18. Performs other duties as directed or required.

Job Requirements

1. Education/Experience:

a. Bachelor's Degree in Computer Science or related technical discipline or 5 years of technical experience supporting an enterprise computer environment.

b. Experience installing, operating, and maintaining hardware and operating systems including virtual environments.

c. Windows operating system imaging, build, deployment, and lifecycle management.

d. Experience with LAN/WANs, network planning, and the administration of routers, switches, firewalls, and VPNs.

e. Knowledge of various aspects of and components of a security infrastructure including domain controllers, security applications, and anti-virus.

f. Ability to communicate both verbally and in writing with employees and service providers in a clear and precise manner.

g. CISCO, Microsoft, or ESRI certifications are a plus.

2. Knowledge and Skills:

a. Strong interpersonal skills for conducting analysis interviews of management and users. Good listening skills.

b. Strong "systems" skills to enable understanding of Cooperative needs from a global view.

c. Strong background in operating systems and hardware architecture.

d. Aptitude to quickly learn new hardware, operating systems and other programs to implement and support corporate requirements.

e. Must be highly motivated with positive people skills, a strong commitment to Cooperative principles and to providing excellent customer service and corporate synergy.

f. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, board of directors, clients, members, employees and the general public.

g. Attention to detail and accuracy.

h. Effective organizational and record keeping skills.

i. Must have valid driver's license.

3. Time Requirements:

a. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

b. Moderate business travel and overtime.

4. **Working Conditions/Hazards**

a. Comfortable surroundings, however outdoor work in adverse weather will be required.

b. Use of monitor, keyboard, mouse, and other office machines.

c. Must be able to lift 50 lbs.

d. Travel may be required.

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The IT/GIS Administrator I shall have full authority to carry out these duties and responsibilities in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the Cooperative.

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DEC retains the discretion to add to or change the duties of the position at any time.

Reviewed and approved: _____ _____ _____

Manager/Supervisor HR Manager Date

I have read and understand this explanation and job description.

_____ _____

Employee Signature Date