



POSITION DESCRIPTION

Position Title: Technical Support Specialist

Department: Technology

Approved: June 2022

FSLA Status: Exempt

Executive Summary:

The Technical Support Specialist's role is to be the first point of contact for support and help requests for the IT department. This includes but not limited to computers, phones, iPads, tablets, printers, A/V equipment, and any other technical hardware used by the cooperative. The Technical Support Specialist's will be responsible for end-to-end management of our ticketing system and responding/assigning tickets in a timely manner. They will provide first line support and escalate when necessary. This person will also be responsible for assisting with application support when needed. They will assist and work with the network and system administrators on hardware and software upgrades.

Knowledge:

Technical expertise of network and system administration and technical infrastructure. Aptitude for troubleshooting computers, servers, and networks.

Essential Functions:

Within the limits of established policies, budgets, and legal requirements, assumes responsibility and has commensurate authority as delegated by the Technology Manager for the performance of the following activities:

- Assists with annual work plan and makes budget recommendations as appropriate for systems and networking. Participates with Technology Manager in the development of departmental long and short-range plans.

- Participates in technical research and development to enable continuing innovation, and initiates or makes recommendations to the Technology Manager.
- Directly responsible for DEC's ticketing system. Ensure incoming tickets are assigned correctly and responded to in a timely manner. Escalate tickets when necessary.
- Provides training or individual assistance to end-users.
- Be a first point of contact for end-users to the IT department.
- Assist with server and network related hardware and software upgrades to minimize downtime.
- Apply systems analysis techniques to determine hardware, software, and network performance. Ensure the stable operation and efficient performance of systems, databases, storage, and networks. Minimize downtime.
- Work with network/system admin to build new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Assist with installing and configure all network hardware and equipment, including routers, switches, firewalls, hubs, UPSs, A/V equipment and so on.
- Inspect, maintain, and where necessary replace network cabling, data jacks, and other network-related equipment.
- Troubleshoot and diagnose network and IP connectivity of all workstations, application servers, and back-end office infrastructure.
- Front line support for password and user account resets/issues.
- Administer and maintain end user accounts, permissions, and access rights.
- Interact and negotiate with vendors and contractors to secure hardware and software products and services.
- Install, configure, maintain, and troubleshoot end user desktops and mobile devices.
- Coordinate the work of outside specialists.
- Establish service level agreements with end users.
- Provide on-call technical support.

- Provide application-level support for end users.
- Assist with phone system administration.
- Support centralized printing along with end user printers/copiers/faxes.
- Administer and support employee cell phones.
- Assist in reviewing and coordinating cybersecurity alerts and events with the cybersecurity department.
- Help develop and keep up-to-date automated service desk workflows.
- Develop an internal knowledgebase or equivalent system.
- Maintain asset management of all relevant physical and software assets, service contracts, and other information as assigned.
- Evaluate trends in repeat tickets and issues and escalate findings to department SMEs.
- Provide helpdesk KPI metrics to Technology manager using automated reporting
- Perform other duties as may be assigned by the Technology Manager.

Supervision/Reporting Relationships:

Reports to:	Technology Manager
Supervises:	None

Internal/External Contacts:

- Technology Manager: To take assignment from and to inform on any matter pertaining to computer systems, technical infrastructure and/or network; to seek advice, assistance, and information as necessary or required, to consult, recommend, review, upgrade, maintain and support all information services as requested by the Technology Manager.
- Manager of Property and Fleet: To ensure that power, air conditioning and other concerns for the computer areas are satisfied.

- All Supervisors: To consult with, recommend, advise and receive information concerning changes to be made that may affect the network or computer needs for their department.
- Delaware Electric Cooperative Employees: To install, change, maintain and troubleshoot personnel computer and network connections, answer help desk calls and give assistance and/or training where necessary.
- Other Cooperative Information Technology Representatives: To confer and consult, recommend aid, and give assistance in the personnel computer, peripherals, local and wide area network, and data processing systems of the Cooperative.
- To seek their advice and assistance as required concerning operation, maintenance, and programming of equipment. To inform about the Cooperative's technology needs and to keep informed about new equipment and software applications.
- Cybersecurity Department: To communicate any cybersecurity related alerts, events, or incidents.
- Vendors: To seek their advice and assistance as required concerning operation, maintenance and programming of computer systems, networking equipment. To keep informed about the Cooperative's information technology needs and to keep informed about new software and hardware applications. To provide maximum support for the best cost.
- Professional Societies and other Cooperatives: To maintain representation and create opportunities for mutual service and benefits and keep informed of industry economic and technical trends, policies, and new developments.

Qualifications:

Education: Bachelor's degree, with a technical major, such as computer science or engineering. Each additional year of experience may substitute for one year of education.

Experience: This is an entry-level position in which education and experience will be taken into consideration.

Knowledge: Must have a working knowledge of computer systems, network equipment and applications. Working experience with Windows, Unix and Linux server operating systems. Working experience with Cisco and Palo Alto routers, switches and firewalls is preferred. A working knowledge of system software currently used by the Cooperative is desired. A working knowledge of computer systems is necessary.

Communication, Skills & Abilities:

- Must have technical expertise in the areas of network and system administration and technical infrastructure. Excellent communication skills are required both verbally and in written communications. Have the aptitude for troubleshooting computers, servers, and networks.
- Must be able to read and understand technical and instructional manuals.
- Must be able to work independently with minimal supervision.
- Ability to effectively prioritize and execute tasks in a high-pressure environment. Strong understanding of the organization's goals and objectives. Strong customer service orientation.
- Excellent interpersonal and professional communication skills required.
- Capability to present oneself in a professional manner, at all times, when communicating with the following:
 - oDEC members
 - oDEC employees
 - oGeneral public
 - oAgency representatives

Certificates, Licenses, Registrations:

Must possess a current a current, valid driver's license recognized by the State of Delaware.

Physical Demands:

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is often required to stand, walk, stoop, and kneel.

The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Required to pass a physical examination and drug test upon employment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Salary:

Exempt Status: This position is exempt from the overtime requirement of the Fair Labor Standards Act, as amended, and requires availability for emergencies, peak workloads, attendance at meetings, etc. at all times, without additional compensation.

Salary will be in accordance with the "Wage and Salary Plan of Delaware Electric Cooperative".

Signatures:

I, _____ (Employee's Name), have read and understand the foregoing position description.

Accepted By: _____
Employee

Date

Approved By: _____
CIO/V.P. of Technology

Date

Approved By: _____
V.P. of Human Resources

Date

This document describes the position currently available. It is not an employment contract. Delaware Electric Cooperative reserves the right to modify job duties or job descriptions at any time.