

Job Description

IT Technician



Caney Fork

Electric Cooperative Inc.

JOB TITLE: Information Technology (IT) Technician

DEPARTMENT: Information Technology

REPORTS TO: Director of IT

FLSA: Exempt

JOB SUMMARY:

The IT Technician plays a key role in maintaining and supporting the technology infrastructure at CFEC, ensuring smooth and efficient operations. This position includes delivering technical support, resolving hardware and software issues, and optimizing IT resource usage to enhance operational productivity.

ESSENTIAL DUTIES AND JOB RESPONSIBILITIES:

- Primarily supports team members on inquiries relating to the operation of hardware, software, and network services.
- Listens attentively to team members' questions and concerns and offers optimal solutions.
- Effectively communicates with team members to ensure performed work causes minimal interruption to business activities.
- Diagnoses system hardware, software, and operator problems.
- May perform system administration duties such as adding new users, network backup and permissions, etc.
- May be involved in network projects including, but not limited to, network buildout, maintenance, and troubleshooting.
- Ensures IT data security, risk management, disaster recovery, and business continuity planning processes by providing regular reviews for accuracy and adequacy.
- Commitment to the cooperative principles and values of community service, integrity, and accountability.

QUALIFICATIONS:

In order to excel in this role, an individual must effectively fulfill each essential duty. The qualifications outlined below reflect the necessary knowledge, skills, and abilities.

Reasonable accommodation may be provided to enable individuals with disabilities to carry out these essential functions.

- Associate's degree in Information Technology, Computer Science, or related field; or equivalent combination of education and experience with an emphasis in networking administration.
- A minimum of one (1) year of experience in computer science, IT or MIS preferred.
- Knowledge of PC maintenance and repair, with experience diagnosing and resolving hardware, software, and network issues.
- Must be proficient with computers, peripheral equipment, and standard office equipment.
- A valid Driver's License is required.
- Strong oral and written communication skills, and problem-solving abilities. Attention to detail and accuracy is essential, as is sound judgment in selecting and adapting technological solutions.

PHYSICAL REQUIREMENTS:

The role requires the ability to lift and transport objects up to 25 pounds, work both indoors and outdoors, travel between locations within the cooperative's service area, demonstrate manual dexterity and visual acuity for servers and computer operation, and maintain stamina for extended hours, including during peak periods and emergencies. While performing job duties, the employee will regularly engage in sitting, standing, walking, using hands for various tasks, reaching, speaking, and hearing, with occasional requirements for crouching and lifting heavy items. Clear vision at both near and far distances may also be necessary.

IMPORTANT:

This position guide is not intended to be all-inclusive; other duties may be required as assigned. CFEC reserves the right to revise this position guide as needed. This position guide does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status. CFEC is a drug-free workplace.

All offers of employment are contingent on passing a pre-employment drug screening. In addition, candidates must satisfy pre-employment criteria, which include a motor vehicle record check and physical.

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