Information Technology Technician
Mountrail-Williams Electric Cooperative

1. **JOB OBJECTIVE:**

   The objective of this position is to assist in the planning, implementing and providing day to day support for the technology infrastructure and application software needed to meet the organization's business objectives. The technology infrastructure includes, but is not limited to, a traditional computer network, telephony and two-way radio systems. The applicant for this position will be required to live in close proximity to Williston, ND.

2. **QUALIFICATIONS:**

   Associate's degree in information systems or other computer-related degree from an accredited college or university is required. Equivalent technical training and experience will be considered. Additional training in network administration and computer system integration is desirable.

3. **DUTIES AND ESSENTIAL RESPONSIBILITIES:**

   a) Installs, modifies and makes minor repairs to microcomputer hardware and software systems and provides technical assistance and training to system users and member-owners as needed.

   b) Installs, configures and troubleshoots user problems and computer networks to ensure that network is available to all system users. Resolves data communication and system operating problems in person and via telephone.

   c) Installs, configures, and troubleshoots the Cooperatives phones and associated phone system.

   d) Installs, configures, and troubleshoots the Cooperatives mobile devices including Toughbooks, GPS, and iPads and provides training and technical assistance to system users.

   e) Oversee the day-to-day operations of the end-user devices, including antivirus and updates.

   f) Coordinates and maintains software inventory, and licensing, to assure adherence to copyright laws and availability of software when needed. Recommends improvements to licensing policy, where appropriate.

   g) Performs system administration duties, such as establishing network users, user environment directories, e-mail accounts, and security procedures.

   h) Installs, configures and troubleshoots Audio Visual equipment in the various meeting rooms.

   i) Establish standards and procedures for project reporting and documentation for the IT department.

   j) Prepare project status reports and keep management, clients and others informed of project status and related issues.

   k) Interface with industry on information management and information technology matters to explore new ways bringing value to our members.

   l) Evaluate new technologies for their potential to bring value to our members and staff.

m) Must be willing to participate in Continuing Education.

n) Assist with the Cooperative's Annual Meeting as directed.

o) Must possess and maintain a valid driver's license and operate a motorized vehicle without the assistance of another employee.

p) Performs any other duties assigned in order to fulfill the objective of the Cooperative.

4. KNOWLEDGE, SKILLS AND ABILITIES:

a) Requires in-depth knowledge and understanding of a broad range of computing technologies and proficiency in applying technology solutions to solve business problems.

b) Knowledge of various computer operating systems and PCs and PC maintenance.

c) Knowledge of Networks and Network administration, in a multi-layered, multi-facility environment.

d) Computer application skills.

e) Interpersonal skills.

f) Communication skills.

g) Ability to problem solve.

h) Ability to multitask

i) Ability to be a team player.

j) Ability to work independently and be a self-starter.

k) Ability to work under critical time deadlines and pressures.

l) Ability to communicate effectively with non-technical members.

5. BUSINESS AND RELATIONSHIPS:

This position exchanges complex/technical information with vendors, members and senior management in the development of requested programs and information services.

Reports to: Information Technology Coordinator

Supervises: None

6. POSITION SPECIFICATION/PHYSICAL REQUIREMENTS:

This is a full time, non-exempt, hourly paid position. Requires frequent sitting and use of personal computer keyboard. Some lifting, carrying, twisting, reaching, crawling, squatting, and bending when working on installation and repair of computers or related equipment. Maximum weight to lift is approximately 50 pounds. Requires good finger dexterity and ability to perform close work.

a) Normal, non-smoking office environment

b) Valid driver's license

c) Occasional travel in the two county area

d) Limited travel in and out of state

7. DISCLAIMER:

a) This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required.

b) MWEC reserves the right to revise or change job duties as the need arises. This job description 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 its duty to accommodate individuals with disabilities.

Approved by: Cole Arndt

Date:01/13/2025

Reviewed/Amended by:

Date: