INDIANOLA MUNICIPAL UTILITIES

IMU

Electric • Network Services • Water

POSITION DESCRIPTION

POSITION: NETWORK SUPPORT SPECIALIST
DEPARTMENT: IMU
REPORTS TO: COMMUNICATIONS DIRECTOR

CIVIL SERVICE: NO
FLSA EXEMPT: YES
PAY GRADE: 4

FUNCTION:
Under limited direction performs technical support work for internal clients, including analyzing, troubleshooting, and evaluating of computer networks and computer systems. Work requires coordination and implementation of assigned and special projects, independent judgment, and the ability to quickly and efficiently troubleshoot and resolve technical problems.

SUPERVISES:
None

EQUIPMENT USED:
IT networking equipment, standard computer equipment, standard office equipment.

PRINCIPAL DUTIES AND RESPONSIBILITIES:
The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Build, maintain and configure local area network (LAN) and wide area network (WAN), including installation of network software, firewalls, and security settings for all network endpoints.
- Build and maintain VM HA environment including updates, resource management and patches.
- Maintain and update billing and financial software.
- Manage certificates and renewals.
- Build, manage and maintain utility phone system.
- Build and maintain conference room audio and visual system.
- Run audio and visual equipment for board meetings including updates to YouTube channel.
- Build, maintain and test emergency IT kit. Coordinate usage and updates with CSC Supervisor.
- Build, maintain and update security access system. Includes key fobs, door locks and cameras.
- Manage and update security systems for user access.
- Manage cellular devices for all departments including phones and mobile devices.
- Manage, update, and configure SCADA system for electric and water departments.
- Update meter reader devices and software for monthly route collection.
- Configure and install LAN and WAN related equipment including switches and access points.

- Set up desktop computer equipment and install all network and system software, including operating systems and user software packages for employees.
- Set up new users on LAN and/or WAN networks, provide access permissions to approved groups and configure security settings for new employees.
- Perform required scanning for utility merchant account.
- Maintain backups and perform regularly scheduled maintenance on devices and systems, including hardware and software updates.
- Troubleshoot and identify daily LAN and WAN network issues, including at the user and user group levels, to prevent downtime.
- Analyze all attempted or successful network security breaches to determine breach cause, resolve related issues and secure network to prevent future infiltration.
- Evaluate and document LAN and WAN data to ensure networks are performing at peak capacity and suggest solutions to improve performance.
- Maintain device inventory and replacement cycle schedule
- Document E-waste, erase and destroy drives as needed. Recycle retired equipment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Prior IT support experience that shows a progressive ability to adapt to changing technologies.
- Experience with Active Directory
- Experience with VMware and/or Hyper-V
- Experience with Cisco switches
- Experience with Microsoft Server
- Ability to plan, establish, and adjust working procedures and methods.
- Network software experience.
- Creative problem solving to resolve day-to-day issues.
- Ability to use electronic devices, such as laptops, PCs, handhelds, etc.
- Monitoring, Security and OS Software experience.
- Honesty in the workplace, providing true, accurate, and complete information.
- Ability to physically attend the workplace on a regular basis.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:

- Associate degree or higher.
- 2 years IT support work. Specifically performing Tier 2 support levels and network maintenance.

ACCEPTABLE EXPERIENCE AND TRAINING:

- Associates degree in relevant IT field or graduation from a standard high school supplemented by additional coursework, technical certification or work experience related to information technology or computer networks.
- Relevant job experience will be considered in place of degree and designations.
- Subject to a post-offer physical including drug screening.

PHYSICAL REQUIREMENTS:

- Ability and dexterity to use the tools and equipment of work in a safe and efficient manner.

VISION REQUIREMENTS:

- The minimum standard for use with those whose work deals with computer monitors.

LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION:

- The ability to establish and maintain effective working relationships with fellow employees, contractors and public officials.

SCHEDULE ADAPTABILITY:

- Ability to work outside normal business hours, including overnight shifts to minimize service outage interruptions.

EQUAL OPPORTUNITY EMPLOYER:

Indianola Municipal Utilities is an Affirmative Action and Equal Opportunity Employer providing opportunities to people regardless of membership in any protected class. IMU is committed to-upon request-providing access, equal opportunity, and reasonable accommodation for individuals with disabilities.

Indianola Municipal Utilities reserves the right to change this job description at any time.