



JOB POSTING

Job Title: Jr. Systems Administrator

Location: Kaufman

Posting Date: 9/15/22 – 9/22/22, 5:00 PM

Summary

Serves as the next level of technical support if the I.T. Technicians are unable to resolve a problem. Assists System Administrator with supporting mission-critical systems such as Microsoft Windows Servers. Assists System Administrator with troubleshooting and supporting our network. Ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests.

Responsibilities and Authorities

Within the limits of approved board policies, operating guides and procedures, assumes responsibility and has authority for the following activities:

- Assist System Administrator in setting up, patching, and maintaining servers
- Field incoming help request from end users in a courteous manner
- With little or no assistance, help vendor support and maintain high level mission critical systems
- Set up, troubleshoot, and support Canopy backbone network for substations, cellular based communications at remote locations and campus wide LAN/WAN
- Serve as the next level of technical support if the IT Technicians are unable to resolve a problem
- Assist System Administrator in setting up and maintaining back up software and machines from backups
- Assist System Administrator with troubleshooting network issues involving but not limited to cabling, router and switches
- Assist System Administrator with troubleshooting and maintaining the servers.
- Work with the System Administrator, as necessary, in the performance of their daily activities
- Build a rapport and elicit problem details from help desk customers
- Prioritize and schedule problems; escalate problems to the appropriately experienced technician when required
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the internet to aid in problem resolution
- Identify and learn appropriate software and hardware used and supported by the Cooperative

- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Perform preventative maintenance on servers
- Test fixes to ensure problem has been adequately resolved
- Perform post-resolution follow-ups to help-desk requests
- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Recommends improvements to internal controls to the I.T. Supervisor as needed or requested
- Follow personnel and safety policies, procedures and regulations
- Exercise a high degree of discretion and emotional control during periods of extreme stress in working with members, Board members, employees and other individuals, any of whom may be from diverse cultural backgrounds, and diverse socioeconomic backgrounds, as well as working with professional staff, regulatory staff and oversight agencies
- Perform any other duties as assigned by the I.T. Manager, Assistant General Manager/COO and/or the General Manager/CEO

Education

A High School diploma or equivalent is required. A degree in the field of computer science from an accredited college or university is preferred. Comparable experience may be substituted to meet the educational requirement.

Experience

Minimum of two years' experience as an Information Technician 1 or equivalent work experience. A current CCNA (Routers and Switches) and a MCSA (Windows Server) is preferred. Must have extensive application support experience with MS Office or a MOS (Microsoft Office Specialist) Certification. An advanced working knowledge of LAN/WAN communications is a must.

Job Knowledge

Must have a complete understanding and advance knowledge of computer hardware and diagnostic utilities. Must have basic knowledge of TCP/IP. Must also have advanced knowledge of virtualization, and LAN/WAN communications.

Abilities

Must be a highly motivated self-starter that exhibits a high level of initiative and creativity. Must have proficient leadership skills and decision making skills to effectively deal with a variety of people under normal and difficult circumstances. Must have strong written/verbal communication skills. Possess strong documentation skills. Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills. Ability to present ideas in user-friendly language. Ability to effectively prioritize and execute task in a high pressure environment. Ability to maintain a document management system. Must be able to read, write and do arithmetic. Must be able to carry out a variety of activities, which requires a high degree of accuracy and attention to detail. Must be able to organize work to meet deadlines. Must be able to maintain corporate confidential information. If required to drive, must possess a valid drivers' license and remain insurable by Cooperative automobile insurance carrier.

Working Conditions

Will occasionally require travel within and outside of the cooperative service area. General office environment. Will occasionally be required to work outside of regular schedule to maintain operations as required.

Physical Requirements

Light work, requiring exertion of up to 20 pounds of force occasionally and/or up to 10 pounds of force more frequently. Lifting and carrying of 10 to 50 pounds occasionally. Job requires sitting majority of the time. Primarily inside work at desk. Must be able to use office equipment such as a copier, computer and printer. Hazards include electrical and mechanical. Some exposure to dust and dirt.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Due to the nature of an electric utility, all employees are subject to working extended hours, holidays, nights, and weekends with or without notice.

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How to Apply

- Internal candidates are to notify the Human Resources Department of their interest.
- External candidates may apply at any TVEC office, www.tvec.net, submit resume to P.O. Box 888, Kaufman, TX 75142 or email to addresses below:

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