

Tri-County Electric Cooperative, Inc.
POSITION DESCRIPTION

Job Title: ICT Technician
Department: Operations
Reports To: ICT & Metering Manager
Effective Date: January 2022
Classification: Non-Exempt

JOB SUMMARY:

Maintains ICT systems and equipment. Ensures accurate analytics for the ICT system and equipment. Effectively communicates with other departments concerning system quality issues and ensure corrections are made in all database programs involved.

EDUCATION, TRAINING AND EXPERIENCE:

Bachelor's degree in Computer Science, Electrical Engineering, Management Information Systems, or a directly related field is preferred. Five (5) years of equivalent combination of education and/or experience in Information Technology (IT), Information Communication Technology (ICT), Operational Technology (OT) is acceptable. Experience in the electric utility is a plus.

CERTIFICATES AND LICENSES:

The following certificates or licenses are desired: A+/Network+, Security+, Microsoft Certified, CSSA, Systems Engineer (MCSE), Microsoft Certified IT Professional (MCITP). Must be 21 years of age with a valid driver's license issued by state of domicile.

ESSENTIAL FUNCTIONS AND DUTIES:

1. Configure RF, ICT, and Two-Way Radio equipment
2. Configure IT hardware and software to ensure the desired performance of wireless, RF, and ICT systems
3. Carry out servicing, repair, assembly, installation, and testing work on ICT equipment
4. Work with others in all servers/databases that are supporting ICT and any IT servers/databases as needed
5. Work with others to correct server problems with the ICT System and provide technical support as it relates to the ICT System

6. Maintain the accuracy of the AMI databases
7. Maintain a high level of proficiency in the operations of the AMI System and be available to assist others with the operation of the system
8. Produce monthly reports from the AMI System concerning reliability, read rates, and analytics
9. Work with others to address and resolve member inquiries and complaints as they relate to the AMI System
10. Act as a main point of contact when working with vendors. This includes problem resolution, technical support, ordering equipment, and training
11. Perform duties in accordance with all applicable policies, rules, regulations, and laws pertaining to TCEC
12. Serve members by taking appropriate action on requests promptly and ensure they are always treated with courtesy
13. Maintain effective communication with all departments to assure understanding in carrying out objectives.
14. Originate and maintains accurate records, files and reports related to areas of responsibility
15. Perform other duties as may be requested or assigned to fulfill the needs of TCEC in the interest of good management practices.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Possess knowledge of the key components of RF-Microwave, Wi-Max, and Two-way radio systems
2. Working knowledge of network data communications, client/server functions and hardware/software architectures
3. Ability to solve analytical problems and interpret data
4. Strong mathematical skills
5. Ability to work independently and steadily for prolonged periods of time, doing a variety of tasks and repetitive work with a high degree of accuracy
6. Assist with creating work plans, budgets, estimates and performance records
7. Demonstrated knowledge and ability in planning, organization, and coordination of a variety of activities to obtain maximum results
8. Ability to communicate effectively in oral and written form

PHYSICAL, MENTAL AND VISUAL DEMANDS:

1. Lifting and moving weights more than 30 pounds is infrequent, but may be required
2. Regularly required to use hands to finger, handle or feel objects, tools or controls; and drive and ride in motor vehicles; reach with hands and arms; stand, walk, sit, bend, climb, balance, talk and hear
3. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus
4. This position requires the employee to spend time both in the office and in the field in all types of weather conditions
5. Must be able to work safely in proximity of energized substation equipment

OCCASIONAL RESPONSIBILITIES AND DUTIES:

1. Participation in technical, professional, and community activities
2. Assume other activities and responsibilities as directed
3. Travel by automobile or airplane to various locations for work, training, or planning purposes

SUPERVISION RECEIVED AND EXERCISED:

Receives general guidance and direction from the ICT & Metering Manager. Provides direction and training to other ICT/AMI Technicians as directed. Supervises none.

This position description is not intended to be all-inclusive; an employee will also perform other job responsibilities as assigned by the immediate supervisor or management.

Management reserves the right to change position descriptions, specifications or work schedules to accommodate individuals with disabilities or as the need arises.

This position description does not constitute a written or implied contract of employment.