

# Citizens Mutual Telephone Cooperative

## Position Description

<b>POSITION TITLE:</b> Information Technology (IT) Technician	<b>UPDATED:</b> May 2023
<b>DEPARTMENT:</b> Operations	<b>SUPERVISOR:</b> Operations Manager
<b>STATUS:</b> Hourly	<b>APPROVED BY:</b>

### I. GENERAL SUMMARY

Responsible for CMTC's internal and external customer IT networks and systems. Install, maintain, and operate all types of networks, server, and end user equipment and software which includes, but is not limited to, routers, ethernet switches, wireless access points, servers, end user devices and other equipment related to internal and external customer IT systems. Works with other departments with installation and maintenance of network equipment and IT systems. Assists with selling new and retaining existing customer IT services. Work is predominantly in southern Iowa. Work schedule is Monday – Friday 8:00 am to 5:00 pm with occasional after business hours activities, depending on customer and business needs.

### II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Install and maintain all data network equipment and operations including routers, firewalls, switches/hubs, and other network devices
- Install and maintain servers and hosted software services, including Microsoft Office (including Office 365), Microsoft Active Directory, VMware, Microsoft Hyper-V, and other platforms.
- Install and maintain end user devices, including Microsoft Windows based PCs, Apple Mac and IOS based devices.
- Work with multiple operating systems, including Microsoft, Apple and Linux variations
- Implement network security tools and procedures to effectively protect internal and external customer IT assets and intellectual property
- Troubleshoot software and hardware problems for internal and external customers
- Ensure dependable computer operations by maintaining computer operating systems, hardware and peripheral equipment
- Proactively ensure network performance is optimized by remotely monitoring and managing IT devices and systems.
- Provide technical support to company employees
- Perform routine system maintenance including system back-up and recovery
- Confer with customers to determine IT needs/challenges and implement acceptable solutions
- Proactively upsell products and services
- Assist other departments with the installation and maintenance of network equipment
- Display an ongoing positive commitment to learning and self-improvement; desiring and trying to acquire new knowledge or skills for work
- Take personal responsibility for the quality and timeliness of work and achieve results with good fiscal policy
- Satisfactorily complete any additional training required by and related to this position

### **III. KNOWLEDGE, SKILLS AND ABILITIES**

- Understand basic ethernet/IP network technology and protocols
- Understand ethernet/IP services, including but not limited to Voice over IP (VoIP), streaming and broadcast IP video, routers/Wi-Fi, basic firewall setup and configuration
- Understand a variety of server platforms including Microsoft and Linux
- Understand end user device operating systems including Microsoft, Apple and Linux
- Understand network security practices and procedures
- Skill in problem solving and resolution
- Knowledge of company products and services
- Knowledge and skill in operating technology devices/gadgets, etc.
- Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner
- Ability to work independently and make sound technical decisions using information at hand
- Ability to effectively function as a team player
- Ability to maintain positive attitude
- Ability to organize and prioritize multiple work assignments
- Ability to read and interpret technical documents
- Must have a valid driver's license and be insurable by insurance carrier

### **IV. EDUCATION AND EXPERIENCE**

- Preferred – Two-year degree or higher in computer science, information technology or related field but not required
- Preferred – Two years of experience in information technology working with customer networks but not required
- Obtain and maintain COMPTIA (or equivalent) certifications, including but not limited to Network+, Security+ and Server+

### **V. WAGES AND BENEFITS**

- Wages between \$27.50 - \$33.50 per hour, depending on education and experience
- Ability to increase wages depending on growth of IT services line of business
- Generous time-off benefits, including Personal Time, Sick, PTO, and Holidays
- Excellent medical, dental, vision, and life insurance benefits
- 401K and pension plans with generous company contribution match