



Intercounty Electric

Your Touchstone Energy[®]
Cooperative



Title:	Manager of Information Technology
Position Code(s):	016-001
Department:	Information Technology – Department 16
Status:	Full Time
Exemption Status:	Exempt (salaried)
Supervises:	Full Supervision
Work Location:	Cooperative Headquarters – Licking
Effective Date:	December 1, 2017
Replaces (Effective Date):	January 2, 2012

General Summary: The Manager of Information Technology is responsible for managing the day-to-day operation of the Cooperative networks. This position provides internal technical support to users, performs technology installations and software installations, employee training, participates in technology solution selections, and ensure network reliability and network security.

Essential Job Functions: *The following job functions are typical for this classification. Incumbents may not routinely perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Supervises the administration of the following systems: Windows and Linux servers, virtualization infrastructure, local area networks, fiber optic wide area network, telephone system, and Exchange, NISC's iVUE enterprise software, electronic devices including desktop computers, laptop computers, tablets, printers and cellphones.
2. Manages internal and external telecommunication services, cellular service and equipment including setup and maintenance. Negotiates contracts and directs and coordinate the activities of contractors.
3. Leads, coordinates, and participates in key process improvements, including integration of departmental systems and ensures systems are integrated where possible for increased efficiency across the Cooperative.
4. Ensure integrity and availability of the Cooperative's information assets by maintaining business continuity plans that include server backups, offsite data storage and disaster recovery.
5. Conduct research on emerging products, services, protocols and standards that could improve the Cooperative's IT functions.

6. Evaluates changing technology, makes recommendations to improve organization efficiency. Clearly communicates the impact these changes will have on all employees and departments.
7. Provides IT training to all work groups within the Cooperative.
8. Manages multiple priorities and works effectively in a fast-paced, high volume, deadline driven environment.
9. Assists with the preparation and review of departmental budget.
10. Answer, direct and track internal technical and application support calls. Creates monthly status report updates. Assist other departments in developing reports and mining data from the Cooperative systems.
11. Demonstrate strong ability to build, lead and coach a successful IT team by treating everyone with respect, keeping commitments, accepting individual and team responsibility and inspiring the trust of others.
12. Performs other duties as required and/or assigned.

Job Requirements:

Education and Experience:

1. Requires a bachelor's degree in computer science or a closely-related field and have 5 years experience; or an AA/technical degree and 10 years experience.
2. Must have a minimum of 5 years experience with networking architecture, server hardware and operating systems including domain controllers, servers, security applications, virtual environments and VMware administration.
3. Four years of progressively responsible experience in IT systems management and project management.

Certificates, Licenses, Registrations:

1. Prior to operating a cooperative owned vehicle, individual must possess a valid Missouri Class E license.

Preferred:

1. A bachelor's degree in computer science or related degree from an accredited college is preferred.
2. Three or more years of previously supervisory and management experience.

Knowledge, Skills and Abilities:

1. Demonstrates the ability to be independent and a motivated self-starter.
2. Demonstrates the ability to have a unique combination of strong technical skills and social skills.
3. Demonstrates the ability to be an excellent troubleshooter, problem-solver and critical-thinker.
4. Demonstrates ability to accomplish a variety of projects simultaneously within established deadlines.
5. Demonstrates ability to work with a wide variety of employees, members, and public organizations.
6. Demonstrates the ability to train, motivate, and evaluate subordinates, to communicate with people at all organizational levels, and to work in a positive manner with the public.

Physical Demands:

1. Ability to successfully complete the WorkSTEPS functional test. See attached.

Work Environment:

1. Job will require overnight travel for training or meetings.
2. Occasional travel to remote locations of Cooperative service area,