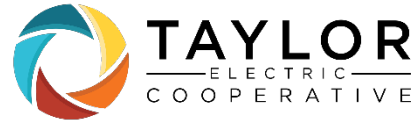


# System Administrator

**Posted:** January 26, 2023

**Job Type:** Full-Time | **FLSA Type:** Non-Exempt/Hourly



**\*\*\* Please note before applying: This job is in Merkel, Texas. Relocation assistance is not available \*\*\***

## Position Summary

Taylor Electric is seeking a System Administrator to provide front-line primary technical support to employees and members on various technical issues relating to hardware, software and peripherals. This position requires keen problem-solving skills and the ability to provide technical assistance. A System Administrator will also perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. The ideal System Administrator Level will have proficient knowledge of IT functions and be able to support complex systems.

## Work Hours/Conditions

- Work hours may vary but will typically consist of 40 hours a week Monday – Friday.
- May be required to work on short notice or on holidays and weekends during times of high work volume and outages.

## Education/Experience

- High school diploma or equivalent is required.
- Bachelor degree in technology related field is preferred.
- Hands-on experience working in an end-user desktop support role or computer operations environment is required.

## Certification/Requirements

- Must possess a current Texas driver's license and maintain an insurable driving record.
- Must be able to complete and pass CPR and First Aid training.
- Must be able to meet or exceed the requirements outlined in the attached job description.

**To apply for this job please complete a job application and return to:**

Contact: Allison Griffin, HR Generalist

Email Address: [HR\\_Personnel@taylorelectric.coop](mailto:HR_Personnel@taylorelectric.coop)

Website: [www.taylorelectric.com](http://www.taylorelectric.com)

Phone: 325-793-8539

# JOB DESCRIPTION

## Taylor Electric Cooperative, Inc.

**Job Title:** System Administrator (Level 1-3)

**FLSA Status:** Non-exempt

**Job Codes:** TEC: 18H2 | NRECA: 34-4421

**Department:** Information Technology

**Date Revised:** January 2023

### 1. Objective

- a. The System Administrator will provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals. They will also be responsible for responding to, documenting and resolving service tickets in a timely manner. The System Administrator must have proficient problem solving skills to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate senior IT staff members.
- b. The System Administrator also performs root cause analysis, develops checklists for typical problems and recommends procedures and controls for problem prevention. This position will support multiple platforms including desktops, laptops, mobile devices and video conferencing equipment. This position may require independent work, sharing information and assisting others with work orders.

### 2. Essential Job Functions

- a. Resolves help desk issues including troubleshooting hardware and software issues via remote desktop and hands-on application.
- b. Supports Active Directory environment.
- c. Manages and installs system updates on a routine basis (i.e. patch management).
- d. Provides technical support and consulting in areas such as printer/peripheral device, smartphones and tablets, phone configuration, software applications and telecommunications.
- e. Provides expertise in data base concepts and able to run queries using software tools.
- f. Supports complex systems. Systems include UPN, MILSOFT (OMS), MDM, CISCO, TWACS, Internet, Intranet, etc.
- g. Develops project plans and, where appropriate, leads teams.
- h. Leads large complex application development and supports projects.

### 3. Reports to

- a. Director of Information Technology

### 4. Supervises

- a. This is not a supervisory position.

### 5. Job Specifications

- a. Reasoning Ability – Must have the ability to analyze and solve problems, as well as prioritize tasks and assignments.
- b. Language Skills – Must have the ability to read, analyze, and interpret modern IT trends. Must be able to speak, read and comprehend the English language.
- c. Industry Knowledge – Must be at a proficient level with all IT functions.
- i. Personal Characteristics – Provide exceptional customer service in person, remotely, via phone and email as appropriate. Must possess high emotional intelligence in interpersonal communication and high stress

situations. Must be able to complete work assignments independently and with a group as directed. Work requires independent and original thinking. Personal characteristics to include: a team player, high integrity, and able to work well with diverse groups of people.

- d. Physical Characteristics – Must be able to lift up to 25 pounds. Must be able to work in tight spaces. Must be able to bend at the waist, kneel, stoop and sit for extend periods of time. Repetition movement, such as typing, is required.
- e. Work Conditions - Work regularly takes place in an office setting with a controlled environment. However, one may be required to work in hazardous conditions, such as a sub-station, on occasion. Work primarily takes place between 7:30 am and 5:30 pm, Monday – Friday; however, overtime may be required in times of high work volume and outages. May be required to work in multiple office locations.

## **6. Education and Experience**

- a. High school diploma or equivalent is required.
- b. Bachelor degree in technology related field is preferred.
- c. Hands-on experience working in an end-user desktop support role or computer operations environment is required.

## **7. Licenses and Certificates**

- a. Must possess a current driver's license and have and maintain an insurable driving record.
- b. Must be able to become certified in CPR and First Aid (training provided).

## **8. Remarks**

- a. The foregoing position description is not all-inclusive of the duties to which the employee may be assigned. In order to ensure maximum flexibility and efficiency and to encourage cross training, employees will be assigned additional duties as are deemed necessary by IT management.
- b. This position is not eligible for telecommuting.