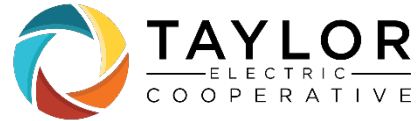


System Administrator Level 2-3

Posted: September 19, 2025

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



About

Taylor Electric is a member-owned electric cooperative committed to providing safe, reliable power and fiber internet to the surrounding communities. Taylor Electric is looking for an experienced and motivated IT professional who can provide front-line technical assistance to Cooperative employees and support the technology that powers the operations and improves service for the membership.

Position Summary

The *System Administrator Level 2-3* will provide front-line primary technical support to employees and members on various technical issues relating to hardware, software and peripherals. A System Administrator Level 2-3 will also perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. The ideal System Administrator Level 2-3 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.

Qualifications

- High school diploma or equivalent is required.
- Bachelor's degree in Computer Science, Information Technology or a related field is preferred.
- Five (5) – ten (10) plus years of hands-on experience working in an end-user desktop support role or computer operations environment is required.
- Experience working with our supporting technology in the utility industry is a plus.
- Demonstrated self-motivation and initiative.
- Strong communication and collaboration skills.

Why You'll Love Working at Taylor Electric

- Help deliver reliable power to members in your community.
- Competitive salary and comprehensive health benefits (medical, dental, vision).
- Traditional Retirement and 401(k) plans with employer contributions.

How To Apply

Click [here](#) to access the employment application or visit the career page at www.taylorelectric.com/career-opportunities

Contact: Allison Griffin, HR Manager

Email Address: HR_Personnel@taylorelectric.coop

Website: www.taylorelectric.com

Phone: 325-793-8539

JOB DESCRIPTION

Taylor Electric Cooperative, Inc.

Job Title: System Administrator Level 2
FLSA Status: Non-exempt
Job Codes: TEC: 18H2 | NRECA: 34-4421

Department: Information Technology
Date Revised: January 2022

1. Objective

- a. System Administrator Level 2 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. System Administrator Level 2 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 Level 2 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 proficient 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 on a proficient level. Systems include UPN, FUTURA (OMS), MDM, CISCO, TWACS, Internet, Intranet, etc.
- g. Develops project plans and, where appropriate, leads teams.

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.
- h. 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. Three (3) to five (5) years or of 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.

EMPLOYMENT APPLICATION

Taylor Electric Cooperative, Inc.



APPLICANT INFORMATION										
Last Name				First			M.I.		Date Applied	
Street Address										
City				State			ZIP			
Phone				E-mail Address						
Date Available					Position Applied for*					
Are you authorized to work in the United States?		YES	NO	*You MUST list a specific position, or your application will not be processed.						
Have you ever worked for this company?		YES	NO	If 'yes', when?						
Have you ever been convicted of a felony?		YES	NO	If 'yes', explain						
Do you have a Commercial Driver's License?		YES	NO	If 'yes', what class?			Restrictions?			
EMPLOYMENT & EXPERIENCE										
Company				Phone			Location			
Job Title				Start Date			End Date			
Responsibilities										
Reason for Leaving										
May we contact your previous employer?		YES	NO							
Company				Phone			Location			
Job Title				Start Date			End Date			
Responsibilities										
Reason for Leaving										
May we contact your previous employer?		YES	NO							
Company				Phone			Location			
Job Title				Start Date			End Date			
Responsibilities										
Reason for Leaving										
May we contact your previous employer?		YES	NO							
Company				Phone			Location			
Job Title				Start Date			End Date			
Responsibilities										
Reason for Leaving										
May we contact your previous employer?		YES	NO							

EDUCATION					
High School					Location
Did you graduate?	YES	NO			
College					Location
Did you graduate?	YES	NO	Degree		
Other					Location
Did you graduate?	YES	NO	Degree		
MILITARY SERVICE					
Branch				Rank at Discharge	
Have you been discharged or still active?					
REFERENCES					
<i>Please list three professional references.</i>					
Full Name				Relationship	
Company				Phone	
Address					
Full Name				Relationship	
Company				Phone	
Address					
Full Name				Relationship	
Company				Phone	
Address					
DISCLAIMER AND SIGNATURE					
I acknowledge that all the information I have provided in this application is true and complete to the best of my knowledge. I authorize Taylor Electric Cooperative, Inc. (TECI) to make inquiries to any of the persons, business entities, and schools identified in the application I also understand that if I am hired and any falsification of information in this application is discovered, I may be subject to immediate disciplinary action, up to and including termination. I further understand that if I am employed by TECI I will be required to abide by all of its policies, rules, and regulations. I further acknowledge and agree that, if employed by TECI, my employment will be held in accordance with Texas state employment law thus not guaranteed for any specific period of time and the employment relationship with TECI will be at-will; meaning that the relationship can be terminated by myself or TECI with or without cause and with or without notice. I further understand that the employment relationship between myself and TECI can only be modified by a written agreement signed by both myself and the authorized representatives of TECI. I acknowledge that TECI does not unlawfully discriminate in employment practices and that no question on this application is used for the purpose of limiting or eliminating any applicant from consideration for employment on any basis prohibited by applicable local, state, or federal law. I understand and agree that any employment offer I may receive from TECI is contingent upon my successful completion of the company's total pre-employment screening process, including satisfactory reference checks, background check, and drug and alcohol screening, I understand that if I am hired, I will be required to provide proof of identity and legal authorization to work in the United States and that federal immigration laws require me to complete an I-9 Form. I also understand that this application remains current for only 30 days. At the conclusion, of that time, if I have not heard from TECI and still wish to be considered for employment, it will be necessary for me to reapply and complete a new application.					
Signature					Date

PLEASE RETURN YOUR COMPLETED APPLICATION TO HR_PERSONNEL@TAYLORELECTRIC.COOP OR DELIVER/MAIL TO EITHER OFFICE