

## Eau Claire Energy Cooperative TECHNOLOGY SPECIALIST

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**Department:** Technology  
**FLSA Status:** Non-Exempt  
**Grade Level:** 8  
**NRECA Job Code:** 34-3361 / 34-4421 / 34-4422

**Job Status:** Full Time  
**Reports To:** Technology & Member Services Manager  
**Amount of Travel Required:** Minimal - Trainings

### POSITION SUMMARY

The Technology Analyst will deploy, maintain, and troubleshoot computing, software, and network systems at the Cooperative. It will be responsible for day-to-day infrastructure management in addition to providing general support to employees and employee devices. This includes printer and iPad management along with hardware and software deployment. This position will serve as a backup to the Technology & Member Services Manager within the Technology Department.

### ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Maintain and keep current all servers, network hardware and software, and the functionality of workstations.
- Maintain system redundancy, security, and user business systems as well as provide support and backup key functions for desired technology operations.
- Coordinate purchases of application software and provide license tracking on all purchased software packages.
- Assist all staff in basic computing needs, including answering questions and troubleshooting hardware and software issues.
- Ability to provide useful advice or to facilitate discussion with other departments regarding future needs or changes.
- Prepare and review operational reports and/or project progress reports.
- Performs other tasks and duties as assigned, which are required for the accomplishment of the department and Cooperative's objectives.
- Able to evaluate and recommend technologies, platforms, protocols, and applications to meet the organization's business requirements.
- Able to assess and respond appropriately to unexpected or complex software, design, or networking errors.

### ORGANIZATIONAL COMPETENCIES

- Safety Awareness – Ability to be familiar with ECEC's safety policies and comply, identify, and correct conditions that affect employee or public safety. Be responsible for reporting unsafe practices or injuries to your supervisor immediately.
- Interpersonal – Ability to get along well with a variety of personalities and individuals.
- Friendly – Ability to exhibit a cheerful demeanor toward others.
- Accuracy – Ability to perform work accurately and thoroughly.
- Organizational Knowledge – Abides by the policies of the Cooperative and always conducts self in a professional manner while representing the Cooperative.
- Appearance – Appearance is neat, clean and presentable for regular public contact, and meets standards established by the organization.
- Time Management – Possess and utilize the available time to be organized and complete work within given deadlines.

- Teamwork – Supports teamwork by effective participation, cooperation, and communication. Provides continuous improvement to employee morale, motivation, productivity, and quality of a production through teamwork.
- Reasoning – Ability to utilize logic, reason, and analysis to make decisions, solve problems and complete work.

## JOB REQUIREMENTS AND QUALIFICATIONS

- Communications, Oral and Written – Ability to communicate, both orally and in writing, in a clear and concise manner.
- Ability to assume a leadership role, as needed, as a member of a project team.
- Computer Skills – Must have intermediate to advanced knowledge of computers and ability to use and deploy computer hardware and software systems.
- Must be proficient or knowledgeable with Microsoft products (including Windows and Office 365), on-prem active directory, group policy, networking, and familiar with iPad management including Apple Business Manager.
- Linux, infrastructure automation experience, and hypervisor experience are desirable, but not required.
- Experience with Powershell and Python, or the capacity to learn them.
- Able to quickly absorb and learn new technologies, software and hardware components, and anticipate future applicability to the organization.
- The ability to research independently and communicate technical subject matter to non-technical audiences is a must.

## EDUCATION AND EXPERIENCE

### Education

Bachelor of Science from an accredited college of university in Information Systems or another technology related field is required.

### Experience

Training in web development, network administration, and other computer system integration is desirable. Experience in the related field(s) may be considered in lieu of a bachelor's degree.

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in a climate-controlled office environment with most of that time at the Cooperative headquarters. The position requires multi-tasking, logic, and analytical skills. May involve exposure to moderate noise levels from high-speed computer equipment and other peripherals. Work involves operation of personal computer equipment for most of the workday. Potential for exposure to safety and health hazards related to electronics work.

This position requires the following physical requirements:

<b>Lifting</b>	Light work. Occasionally lifting to 20 lbs.; Frequently lifting and/or carrying objects weighing up to 10 lbs.
<b>Reaching</b>	Occasionally reaches to the front; at, above, and below shoulder height throughout the day. May also be required to reach out to side and above shoulder height.
<b>Pushing, Pulling</b>	Pushing and pulling movements are occasionally required from the employee when working.
<b>Twisting, Rotating</b>	Occasional twisting and rotating from the hips, shoulders, and neck. In addition, flexion and extension of the neck.

<b>Handling</b>	Finger dexterity, firm gripping, grasping, and pushing buttons is required to handle and/or operate a variety of office tools.
<b>Stooping, Bending, Squatting</b>	Occasional stooping, bending, and squatting at waist, hips, and knees.
<b>Kneeling</b>	Kneeling may be required on an occasional basis.
<b>Standing, Walking, Sitting</b>	Most assigned duties and tasks are completed while sitting. Occasionally employee will be standing or walking during these duties and tasks.
<b>Talking, Hearing</b>	Talking and hearing is required while receiving work orders and in communicating with others.
<b>Eyesight</b>	Good eyesight is required to complete all/any assigned duties and tasks.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhausted list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Eau Claire Energy Cooperative is an equal opportunity employer. ECEC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

The signature below indicates the employee has received and reviewed this job description.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**