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| Job Title: | IT Network Technician (I) |
| Department | Information Technology |
| Salary Range: | \$63,879 - \$88,264 annually |
| Schedule | Full-Time |
| Exemption Status | Exempt |
| Reports To: | IT System Administrator |

Job Summary

The IT Network Technician is responsible for implementing, analyzing, testing, troubleshooting, and evaluating existing network systems, such as local area networks (LAN), wide area networks (WAN), cloud networks, servers, and other data communications networks. An ideal candidate will adhere to industry best practices while maintaining tight security controls and standards to ensure networks operate correctly with minimal interruptions. The IT Network Technician will bring demonstrated experience and continuous effort maintaining high operational availability of all IT systems and the ability to manage improvements to all hardware and software, as required by DEMEC and external regulatory authorities.

Essential Job Duties

1. Maintain server environment, execute server support, and firewall monitoring.
2. Maintain camera and phone systems with service providers.
3. Manage internet access and ensure reliable connectivity.
4. Administer security systems.
5. Manage company wireless devices and service provider.
6. Control IT inventory and all equipment recycle and/or disposal in accordance with Company policy to protect company confidential data and information.
7. Develop and maintain best practices for equipment recycling and secure data disposal.
8. Maintain software licensing and renewals.
9. Maintain and verify successful system and data backups.
10. Prepare clear, concise and complex reports.
11. Develop and enforce policies and procedures in relation to IT processes and the acceptable use of IT equipment.
12. Develop, recommend, and implement industry standard security measures to protect DEMEC.
13. Oversee and handle IT helpdesk tickets and assist through to resolution.
14. Troubleshoot all issues and inquiries for software, computers, printers, and other network connected devices.
15. Train staff to ensure efficient use of deployed technology.
16. Remain current on relevant industry standards.
17. Develop and adhere to all team related budgets.
18. Provide assistance to the IT System Administrator.



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- 19. Setup and breakdown of all technical equipment required for board meetings, training events, and other internal and external events.
- 20. Execute routine desktop support needs-Keyboards/Mice/Monitors/Network & Server basics.
- 21. Support DEMEC Advanced Metering Infrastructure (AMI) and metering communications.
- 22. Other projects/duties as assigned for the overall benefit of the Company.

Other Job Duties & Responsibilities

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

After Hours Responsibilities

The incumbent in this position must have the ability to work additional hours, including weekends and evenings as occasionally required with or without significant prior notice.

Minimum Education and/or Experience

- 1. Associate’s degree or certificate required in related field; or equivalent combination of education and experience.
- 2. Three to Five years of progressive and relevant experience in IT administration and networking and/or related experience.

Required Qualifications (knowledge, skills, and abilities)

Specific knowledge required to satisfactorily perform the functions of the position include:

- 1. Strong knowledge and experience of IT systems, tools and networking practices, principles, and procedures with a passion to maintain awareness and remain current with applicable trends.
- 2. Strong knowledge of computer applications including Microsoft Office Suite and Adobe Suite is required, strong knowledge of QuickBooks is preferred.
- 3. Strong knowledge and experience of trending communication tools and platforms.
- 4. Strong experience in providing quality customer service both internally and externally.
- 5. Knowledge of NERC standards and compliance is desirable.
- 6. Knowledge of Web design and experience is desirable.

Specific skills required to satisfactorily perform the functions of the position include:

- 1. Excellent planning, project management, prioritization, organizational, database management, and procedure writing skills are required.
- 2. Excellent interpersonal skills, including the ability to facilitate, coordinate and lead work teams, and resolve interpersonal issues. Must be a consummate team player.
- 3. Strong working skills in computer technology including Microsoft Office Suite, with advanced Excel skills.
- 4. Excellent verbal and written communication skills including proofreading.



5. Self-starter who is motivated, proactive, professional, and driven by a positive action-oriented approach.
6. Highly accurate with an attention to detail that can stand up to the scrutiny of internal and external audits.
7. Highly reliable and responsible while demonstrating sound judgement, integrity, thoroughness, discretion, and dependability with a strong work ethic.
8. Excellent research, analytic, and deployment skills.

Specific abilities required to satisfactorily perform the functions of the position include:

1. Ability to quickly learn Company policies and procedures.
2. Ability to use verbal and written communication skills to explain business concepts to staff, Members, and external stakeholders.
3. Ability to act and conduct tasks in an ethical and professional manner.
4. Ability to perform duties both independently and as part of a team, with sound judgement and initiative.
5. Ability to comprehend and prepare clear, concise, complex reports.
6. Ability to multi-task in a dynamic environment while working on multiple projects concurrently and properly prioritize tasks in a timely manner to meet deadlines.
7. Ability to respond to unplanned and high stress organizational situations calmly, quickly, and efficiently and to work in potential high stress situations for extended periods of time using critical thinking and problem-solving skills.
8. Ability to establish, build, and maintain effective working relationships with state, regulatory agencies, engineers, consultants, DEMEC staff, and DEMEC Members.
9. Ability to maintain confidential information.
10. Ability to build consensus positions and communicate clearly and effectively on a high level.
11. Ability to evaluate relevant information, conduct, appropriate analyses, and interpret the outputs to assess performance and influence business decisions; search for best solutions and respond quickly to new challenges.
12. Ability to remain positive in new or complex situations, manage change effectively, move between tasks without having to finish each one, consider the best alternatives when all of the information is not readily available, and be comfortable with level of risk and uncertainty.
13. Ability to secure and compare information from multiple sources to identify business issues, recognize the need for additional information and asks questions to obtain it, commit to an action after weighing alternative solutions against important decision criteria, include others in the decision-making process as warranted to obtain good information, make the most appropriate decisions, and ensure buy-in and understanding of the resulting decisions.
14. Ability to take prompt action to accomplish objectives and achieve goals beyond what is required.
15. Ability to assume personal responsibility for organizational achievements, challenge others to do the same, champion for quality and timeliness, and persist despite obstacles.
16. Ability to expand knowledge in a fast-paced industry and field.
17. Ability to successfully pass a State of Delaware background test.
18. Ability to independently research and suggest solutions to support staff in their roles as it pertains to IT.
19. Ability to comprehend and prepare clear, concise, and complex compliance reports.



Physical / Environmental Demands

1. Requires the use of standard equipment for an office environment.
2. Incumbent frequently sits, walks, kneels, and stands for an extended period of time.
3. Must be able to lift and carry related materials or parts of at least 25lbs while adhering to safety standards.
4. Must be able to lift materials overhead to complete job tasks as needed.
5. Must be able to type on a keyboard, use a mouse, and view monitors for an extended period of time in an administrative setting.

Certificates / Licenses / Registrations

1. Requires a current valid driver's license with no outstanding violations.
2. Requires adequate personal and vehicle insurance as specified in the Employee Handbook.

Special Requirements / Company Culture

The Delaware Municipal Electric Corporation requires that all employees must consistently demonstrate their ability to be professional, courteous, and competent in all their interactions with the public, members, and fellow employees.

Equal Employment Opportunity Statement

DEMEC is an Equal Opportunity Employer. DEMEC does not discriminate on the basis of race, religion, color, sex, gender, identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or other basis covered by appropriate law. All employment is based on qualifications, merit, and business need. Women, minorities, disabled individuals, and veterans are encouraged to apply.

Signature

Reviewed and Approved
by Supervisor

(Print Name)

(Signature)

(Date)

Current Incumbent

(Print Name)

(Signature)

(Date)

Date Job Description Created: 4/11/2022
Date Job Description Approved: 4/19/2022
Date of Most Recent Review: 1/31/2024
Date Job Description Amended: 2/01/2024

IT Network Technician (I)
Adopted 4/19/2022