



**Position Title: IT Supervisor**  
**FLSA Status: Exempt**  
**Grade:**  
**Reports To: General Manager**

**I. Position Summary**

This position is responsible for performing the following duties personally or through subordinates--scheduling, dispatching, and coordinating electric service order activity as well as, the supporting and managing the computer network, backup electrical supply systems, and telephone systems.

**Organizational Dimension**

This role directly supervises employees in the IT Department. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**II. Essential Duties and Responsibilities**

- Designs, specifies, configures, installs, and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, telephones, PBX, and Internet service providers.
- Trains users on software and equipment usage.
- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Installs and tests software upgrades.
- Maintains software licenses.
- Develops and implements disaster recovery procedures.
- Designs, develops, and updates reports and computer programs to automate specific tasks on personal computers.
- Manages, monitors, and maintains the backup electrical supply systems such as: the backup generator, transfer switches, and uninterruptible power supplies.
- In addition to these responsibilities, other duties may be assigned from time to time.

**III. Relationships**

Operations Team Members

**IV. Position Requirements**

**a. Education**

Bachelor's (BA/BS) from a four-year institution preferred.

**b. Experience**

One to two years related experience or equivalent combination of education and experience.

**c. Job Training**

On-the-job training for specific duties.

**d. Certificates, Licenses, and Registrations**

None

**V. Abilities and Skills**

1. **Coordinating Skills** – Must be able to multi-task and quickly shift from one task to another. Time management skills are a must in order to accomplish all daily tasks required within established timeframes.
2. **Communication Skills** – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to Members, Team Members, etc.
3. **Analytical Skills** – Ability to subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
4. **Computer Skills** - To perform this job successfully, an individual should have knowledge of Network Administration, Contact Management systems; Database software; Design software; Internet software; Project Management software; Spreadsheet software and Word Processing software.
5. **Influencing Skills** – Enlighten the Members in such a way that they see the true value of the product and services provide by the Cooperative.
6. **Telecommunication and Data Communication Infrastructure** – Should have knowledge of voice communication services for business personnel and IT applications, including but not limited to knowledge of types of Telco circuits, PBX, voice mail, modems and other communication equipment.
7. **Backup Electrical Systems** – Should have knowledge of managing, operating and maintenance procedures of Backup Generator Systems, Transfer Switches, and Uninterruptible Power Supplies (UPS).

**VI. Physical Demands**

**(Scale: Rarely = Less than 5%, Occasionally = 5% - 25%, Frequently = More than 25%)**

1. **Heavy lifting or moving of materials:** Ability to lift a minimum of 10 pounds, and maximum of 25 pounds. additionally lift 50 pounds rarely. Occasionally
2. **Operates Equipment:** Ability to operate assigned equipment and vehicles. Occasionally
3. **Operates Office Machines:** PC's, copy, fax machines, 10-key, telephone, Occasionally
4. **Standing:** Up and down all day. Frequently
5. **Walking:** Frequently
6. **Awkward Position (stooping, bending etc.):** Occasionally
7. **Climbing Maximum:** Occasionally
8. **Eye-hand Coordination:** Close vision, ability to adjust. Frequently
9. **Location: Indoor 100% of time, Outdoor 0% of time**

**Work Conditions**

The noise level in the work environment is usually moderate.