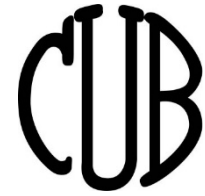


CLINTON UTILITIES BOARD



JOB TITLE: IT Specialist
DEPARTMENT: Technical Operations
RESPONSIBLE TO: Technical Operations Supervisor
DATE: January 2025

ABOUT CUB:

The Clinton Utilities Board is widely recognized as a progressive, cutting-edge, forward thinking, preeminent public utility providing, electric, water, and wastewater services to more than 40,000 customers across six counties in East Tennessee. Our mission is to provide our customers with the things that are most important to them – low rates, high reliability, and great service. We rely heavily on the use of innovative technology to support that mission, and we are looking for an individual who wants to be a part of that mission and join our team. We offer a competitive salary and extremely generous benefits package highlighted by a 100% company paid defined benefits pension plan, 100% company paid family medical and dental coverage, 100% company paid life insurance, and a matching 401(k) retirement plan.

The job content, duties and responsibilities, and education and training requirements listed below should be considered as minimums. Individuals with additional expertise and experience, particularly relating to networking, security, Cisco hardware and phone systems, and VMWare are encouraged to apply.

JOB CONTENT:

Performs all types of computer technology related work relative to the upkeep of the Board's specialized computer technology equipment. Primarily responsible for the day-to-day support and maintenance of the computer hardware and software used by the CUB work force. This position assists with maintaining the critical network infrastructure essential for the safe and efficient operation of the Board's electric system and must be interdepartmentally cross-trained on a variety of activities and functions of various CUB departments.

DUTIES AND RESPONSIBILITIES:

1. Provides technical support for both computer hardware and software issues for other employees and supervisors of the Board.
2. Trains other employees and supervisors of the Board on new computer related hardware and software.
3. Diagnoses and repairs both computer hardware and software problems.
4. Performs routine software updates to keep all of the Board's critical technology systems operating properly.
5. Provides assistance in the installation, configuration, and management of network equipment such as routers, switches, and firewalls.

6. Provides assistance in the continuous monitoring and implementation of network security policies, procedures, and devices in order to keep the Board's critical network infrastructure secure.
7. Demonstrates clear and concise communication, both orally and in writing.
8. Requires robust analytical skills, sound decision-making abilities, and a strong initiative that serves in the best interest of the department and our customers.
9. Must be capable of working without constant supervision and possess the ability, insight, and motivation to self-schedule multiple assignments.
10. Maintains assigned area and equipment in a clean, usable and safe condition at all times.
11. Maintains a well-groomed, professional appearance and conducts himself/herself in a courteous manner.
12. Maintains regular and reliable attendance.
13. Demonstrates superior customer service, integrity, commitment to innovation, efficiency, and fiscal responsibility.
14. Anticipates priority and time sensitive tasks and expedites for completion
15. Presents a positive image of the Board and a caring attitude toward our customers.
16. Performs other tasks and duties as directed.

EDUCATION AND TRAINING:

Must have a minimum of an A.S. or A.A.S. degree in Computer Science or related field, or a proven professional work history in a computer technology related field. Must be able to proficiently configure, operate, and maintain Windows-based computers and servers, troubleshoot and manage network equipment such as switches, routers and firewalls, and effectively diagnose and repair computer hardware and software problems. Must be proficient with standard software packages such as Microsoft Office, and have a good working knowledge and understanding of relational databases such as SQL. Must be trainable and eager to learn new computer-based skills. Requires the ability to self-schedule work and effectively communicate/interact with and provide exceptional service to the public, other employees and supervisors of the Board. Must have and maintain a valid Tennessee Driver's License.

RESPONSIBILITY:

Responsible for performing work in a prompt, professional and accurate fashion. Responsible for acquiring a complete working knowledge of Board policies and procedures regarding the daily functions and activities of the Technical Operations Department. Responsible for working with confidential data and discretion to disburse information only to authorized persons. Responsible for performing neat, efficient, and highly precise work which, if executed incorrectly, could result in possible increased legal liabilities for the Board, damage to the Board's electric system and potentially endanger the safety of field personnel. Responsible for presenting a positive image of the Board and a caring attitude toward our customers.

INTERNAL AND EXTERNAL CONTACTS:

Daily contact with employees in the department on an individual basis. Regular contact with employees and supervisors in the department on a group basis. Regular contact with employees and supervisors in other departments of the Board. Infrequent contact with the public.

PHYSICAL DEMANDS OF JOB:

Requires prolonged periods of sitting and viewing computer monitors that could result in back muscle fatigue and eyestrain. Requires prolonged periods of data entry that could result in hand, finger, wrist, and forearm muscle fatigue. Exertion of up to 20 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Requires above normal mental and visual alertness quite frequently.

WORKING CONDITIONS:

Works inside in an office environment with controlled temperature, humidity and noise levels. Normal scheduled work hours are generally Monday-Friday, 8:00 a.m. – 5:00 p.m. Subject to call-in at any time for emergency work.