

JOB DESCRIPTION
GALLATIN DEPARTMENT OF ELECTRICITY
Information Technology (IT) Manager

POSITION SUMMARY: Performs installation, configuration, and/or maintenance on system hardware and software. Work with various departments, vendors, and consultants to support the technical needs of the organization. Basic duties include network design and implementation, problem-solving and regularly managing the overall health of the network, nightly backups, providing automatic updates, and virus protection. Duties include routine physical activities associated with installation.

This position is classified as Non- Exempt for the purpose of the Fair Labor Standards Act. This position is subject to pre-employment, reasonable suspicion, promotion, return to duty, and follow-up drug and alcohol testing. The normal work hours are Monday-Friday, 6:45 AM- 4:15 PM, with a 30-minute lunch period and one hour of overtime per pay period. The IT Manager will report to the General Manager and Office Manager.

ESSENTIAL FUNCTIONS:

Essential functions include, but are not limited to:

- a. Installation/configuration and maintenance of system's hardware and software, including but not limited to: SEDC, SCADA, SQL, MS Exchange servers and Windows servers.
- b. Ability to stay up to date with PC hardware changes and advancements.
- c. Ability to effectively resolve non-routine problems
- d. Maintains radio system components (voice, data and SCADA).
- e. Maintain and manage all aspects of Wide Area Network (WAN), Local Area Network (LAN), Virtual Private Network (VPN) and internet presences to include GDE fiber system and related data.
- f. Ensures information sharing between various database programs operates properly.
- g. Performs software installations, updates and training for the utility's various database programs.
- h. Monitor network for technology-related threats, security breaches or exposure to inappropriate technology program to include managing Anti-Virus and Anti-Ransomware software.
- i. Manage backups of the server(s) and critical PC's, locally, offsite and cloud with quarterly testing done to ensure the image integrity.
- j. Works with SEDC, Futura, SCADA or any other vendor to solve problems or issues with servers/ workstations/ software.

- k. Administer servers, workstations, printers and related hardware, to include maintaining and renewing license and warranties.
- l. Repair and recover hardware or software failures.
- m. Deploy and support the network infrastructure, VoIP phone system and the virtual infrastructure as needed for DAS, NAS and iSCSI.
- n. Develop computer information resources, providing data security and control, strategic computing, and disaster recovery.
- o. Quoting, procuring, delivering, deploying all network hardware, endpoints/computers and peripherals.
- p. Obtaining and maintaining Microsoft Office 365 licensing.
- q. Must attend safety meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas.
- r. Responsible for cleaning work sites upon completion of required tasks.
- s. Ability to perform any other work and special projects as assigned by the General Manager/Office Manager as required for the successful performance of work.
- t. Ability to work with all department heads and prioritize projects for all of GDE.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- a. Basic Knowledge of Electricity and Electronics
- b. Working Knowledge of Fiber Optics and IP communications
- c. Well- developed knowledge of GDE's SCADA system
- d. Knowledgeable of database systems including SQL, Oracle, etc.
- e. Knowledgeable of Web server software configuration including Apache and IIS
- f. Knowledge of TCP/IP networking and major server/client operating systems
- g. Well- developed communication skills, both verbal and written
- h. Sufficient vision which permits the employee to see small parts and numeric designations.
- i. Sufficient manual dexterity and fine motor skills, which permits the employee to reach and bend to perform work with hand tools and wire.
- j. Experience demonstrating skill working within a team environment
- k. Experience demonstrating skill communicating with internal/external customers.
- l. Must have knowledge of and/or ability to learn occupational hazards and safety precautions. Also, must be able to become certified in CPR and First Aid
- m. Ability and willingness to perform physically challenging tasks independently for extended periods of times (for example, pushing, pulling, standing, walking, climbing stairs or ladders; squatting, kneeling, bending/or twisting, or carrying and or lifting up to 50lbs).
- n. Ability and willingness to work extended workday/week hours when required by system operating requirements and emergencies.
- o. Ability and willingness to work scheduled overtime.

- p. Maintain a commitment to excellence and promote the same commitment in those with which he/she works.
- q. Ability to successfully complete any bookwork or training needed
- r. Must be able to climb ladders and work heights up to 12 feet
- s. Ability to lift up to 50 lbs. unassisted

SUPERVISION:

Position requires little to no supervision of others. Possible supervision of IT staff in the future.

WORK ENVIRONMENT:

This job operates in a professional environment. This role demands work to be done both in the office and in the field. One must be able to use both office equipment and field equipment.

REQUIRED EDUCATION & EXPERIENCE:

- a. Associates degree or Technical Degree and five years related experience
- b. BA/BS in Computer Science or Information Technology and one-year related experience
- c. Class D Driver License allowing legal operation of a motor vehicle in Tennessee.

PREFERED EDUCATION:

Associates or Bachelor's degree

A+ and Network + certifications desirable