HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

POSITION DESCRIPTION

COMPUTER ANALYST

DEPARTMENT: Information Technology
CLASSIFICATION: Exempt

I.   OBJECTIVES

    A.   To provide an efficient and cost-effective information and communication system for the cooperative by providing system design, programming requirements, personal computer hardware and software and telephone-fax system support.

    B.   To proactively elicit needs of the various departments and employees, in order to ensure that the systems are meeting user needs.

II.   REPORTING RELATIONSHIPS

    A.   Reports to: Chief Technology Officer

    B.   Supervises: None

III. RESPONSIBILITIES AND AUTHORITIES:

    A.   <u>Management</u>

        1.   Assists in developing departmental and personal goals.
        2.   Assists in preparing budget for technical support department.
        3.   Interacts with all other company employees in order to develop and recommend data processing operating procedures.

    B.   <u>Software Maintenance</u>

        1.   Schedules, installs, tests, and maintains software needed for existing systems and personal computer applications as requested.
        2.   Coordinates acquisition and updating of operating system software.
        3.   Recommends for approval, updating or modification of existing system and personal computer hardware.
        4.   Performs regular and critical updates to systems.

C.   Operational and Hardware Activities

1.   Trains and assists personnel on the use of personal computers, related computer equipment, associated software, phone system, fax machines and copiers.
2.   Maintain system backups and apply security and firmware updates on computers, servers, network hardware, and telephone systems.
3.   Maintains, operates and trouble shoots data processing equipment, PCs, faxes, copiers, printers, communications network and vendor software as needed.
4.   Orders toner and supplies for PCs, printers, and fax machines (excluding department forms).
5.   Evaluates new computer products and technology that could benefit the cooperative and provides assistance to departments in a like manner.
6.   Assists in design and support of Local Area Network (LAN) and assists in design and support of Wide Area Network (WAN).
7.   Assists in maintaining and troubleshooting data processing system/equipment (NISC system).
8.   Assist in with the network security systems. Monitoring alerts, works with vendors on reports and scripts, makes sure systems are updated, and keeps up with monthly logs and reporting.
9.   Reviews and keeps current equipment warranty contracts - phone system, copiers and computer systems.
10.   Maintains inventory of PCs, office computer equipment and company software licensing.
11.   Facilitates and/or assists in the evaluation of software and systems when needed.
12.   Evaluates, recommends and purchases LAN/WAN equipment.
13.   Coordinates with contractors on wiring for computers and telephones.
14.   Clean and repair equipment as needed.
15.   Recommend, purchase, and install PC/LAN software and other system software.
16.   Assists and/or offers support on HEMC website, domain registration, site fees, system SSL certificates and monthly/quarterly reporting.
17.   Program, install, setup, maintain, trouble shoot and provide instruction on the voice mail system and queueing software.
18.   Assists in development and maintenance of the corporate-wide customer 800 number routing control system. Configure, maintain and test failover phone routing.   Checks and approves all telephone bills.

19. Install and provides instructions on office equipment.
20. Available afterhours for support of computer systems, phone system and communication systems as needed.
21. Assist Board members as necessary with tablets, computers, fax machines and other related technology items.
22. Works with IT team to continually and diligently review and keep current on industry security alerts and vulnerabilities that may impact and/or have effect on OT/IT infrastructure systems. Research and review bulletins. Work with vendors on product vulnerabilities and apply any patches or upgrades as necessary.
23. On call 24/7 for critical alerts, alarms and outages.
24. Other IT duties as assigned, requested or identified. Prudent to identify and implement security needs and improvements to cooperative IT infrastructure.

D. Other

1. Promotes safe work habits and observes all safety rules and regulations.

2. Attends and participates in annual meeting, workshops, seminars, and other meetings as required.

3. Operates company vehicles in a safe manner and within the regulations of federal, state, and local laws.

4. Promotes goodwill toward the members of the Cooperative, other employees, and the general public by exhibiting patience and courtesy toward them.

5. Keeps informed of all changes in policies and procedures related to the job.

IV. RELATIONSHIPS

A. Internal

1. Chief Technology Officer - report to directly and communicates on technical issues

2. Staff members - technological solutions/recommendations, programming special reports as needed

3.   Office employees – training and support on all computer equipment and software

4.   Out of office personnel - technological needs, recommendations, training for phones and computers in the trucks.

5.   Board of directors - report on an as-needed basis on technology at the cooperative

B.   External

1.   NCEMC/NCAEC - computer technology exchange, Internet connectivity

2.   NISC - To exchange information on technology

3.   Other third-party computer related systems - exchange information on technology and provide support as needed.

REVIEWED BY: _____ DATE:_____
                            Employee Signature

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

SPECIFICATIONS

COMPUTER ANALYST

EDUCATION:	A Bachelor's of Science (B.S.) degree in Computer Science or related field preferred; or two-year associate's degree in computer science from a vocational/technical school and two or more years directly related IT experience required.
EXPERIENCE:	At least 4 years progressively responsible experience with LAN/WAN and/or computer systems or project analyst directly integrated within the IT field.
KNOWLEDGE AND SKILLS:	A thorough understanding of data processing concepts and the application to business.
	A knowledge of programming and software coding required.
	Must have strong analytical skills.
	Ability to organize work to meet deadlines.
	Must be able to read, write, speak and understand spoken English.
	Ability to communicate effectively both orally and in writing.
	Maintain a valid NC driver license, be insurable, and be able to operate a motorized vehicle without assistance.
	Understanding of computer hardware, software, LAN/WAN networks and IT components.
	Good knowledge of internet security and data privacy principals.
	Ability to trouble shoot hardware and software problems and make repairs as needed.

PHYSICAL
REQUIREMENTS: General Office environment time sitting/driving, pushing, pulling, stooping, reaching, crawling, walking, bending, climbing and lifting up to 30 pounds. Use of hands fingers to handle keyboard and tablet, vision up close and computing devices.

SPECIAL
WORKING
CONDITIONS: Operate computer and phone equipment on emergency basis

Subject to call out at all times in the event of technical problems or major outages.

Occasional overnight travel may be required to attend training, other meetings, and conferences.

TIME REQUIRED
FOR FULL
COMPETENCY: One year.

DEVELOPED: February 1997, October 1998, April 2003, October 1998,
REVISED: April 2003, October 2007, August 2015, November 2021