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ENERGY KEEPERS, INC.
Information Technology Specialist (IT Specialist)

POSITION: Information Technology Specialist (IT Specialist)

SALARY: Negotiable depending on education, training, and experience

LOCATION: Corporate Headquarters/SKQ Dam, Polson, MT

EMPLOYMENT STATUS: Full time, exempt position with full benefits to be offered at time of employment

SUPERVISED BY: This position reports to the Energy Keepers, Incorporated (EKI) IT Director

GENERAL SUMMARY:

Reporting to the Information Technology Director, this position is responsible for assuring the continuous operations and ongoing performance of the EKI network and systems. The IT Specialist will provide support for the daily operations of the EKI infrastructure.

Under general direction the IT Specialist will work with all functions within EKI that need and utilize network support. This position is responsible for Security Administration and awareness, standards, process and procedure, intrusion protection and detection, back-up and recovery including continuity and disaster recovery and will install appropriate safeguards against inappropriate use and will investigate and report all such occurrences.

The incumbent will coordinate closely with all departments to identify, recommend, develop, and support cost-effective technology solutions through and with the support of the IT Director.

ESSENTIAL DUTIES:

Perform daily infrastructure monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.

Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

Assists in the development, review and update of appropriate policy, procedure, and standards to maintain corporate compliance with mandated cyber security regulations.

Review the implementation, documentation, testing and monitoring of security solutions and associated security compliance regulations.

Assists in the design and implementation automated systems, procedures, and methods required for NERC CIP compliance.

Assist in the project planning for the NERC CIP compliance effort, particularly on migrating from a project to creating ongoing, sustainable, and repeatable processes.

Perform periodic performance reporting to support capacity planning.

Develop and maintain installation and configuration procedures.

Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.

Create, change, and delete user accounts per request.

Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.

Evaluates network hardware and software for functional efficiency and makes appropriate recommendations to IT Director.

Maintains and tunes network monitor, network equipment, and firewall/UTM appliances.

Maintains system and network documentation by documenting system changes and revisions.

Performs network needs analysis in conjunction with IT Director and performs network design, architecture, integration and installation.

Supports disaster recovery plans in conjunction with IT Director.

Provide Tier III/other support per request from various constituencies including end users. Investigate and troubleshoot issues.

Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications.

Trains end users in the operations of office productivity applications.

Performs other duties as assigned.

SCOPE OF RESPONSIBILITY:

This position exercises judgment in the performance of professional duties independently and under the general direction of the IT Director. The position requires diplomacy in coordinating the diverse needs of many departments.

Contacts are internal throughout the organization, external with vendors and third-party providers.

All employees have the responsibility to both the customer and their co-workers to do the job right the first time and to ensure the customer needs are being met.

EDUCATION, SPECIFIC SKILLS AND KNOWLEDGE:

Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.

Strong analytical skill for the incumbent to synthesize the complex and diverse needs of the organization.

Strong oral communication and negotiation skills are required. Clear and persuasive communication in both positive and negative situations is fundamental to success.

Strong quality assurance awareness and standards are necessary for success. The ability to identify and meet diverse departmental needs require systems assurances throughout the organization.

Good planning and organizational skills and follow-up are important.

Responsibilities sometimes require working evenings and weekends, sometimes with little or no advanced notice.

Awareness of and compliance with safety and security procedures is mission critical.

Education and/or experience equivalent to a Bachelor degree from an accredited college with a degree in information technology. Certifications in the areas of networking, or operating systems a plus.

WORKING CONDITIONS:

Normal working hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. Additional time may be required during periods of high workload or major projects. Occasional travel may be required. All employees will participate in the Fitness for Duty Program and are subject to background checks for security clearance and credit checks for positions with fiscal responsibility. This program includes a post-offer physical examination and drug screening, and post-employment random drug screening.

Energy Keepers, Incorporated, is an Indian Preference Employer. Energy Keepers, Incorporated is a federally chartered corporation, wholly-owned by the Confederated Salish and Kootenai Tribes, which operates and maintains hydropower facilities and sells the electricity generated thereby

The statements contained in this job description are not necessarily all inclusive; additional duties may be assigned and requirements may vary from time to time.
