

**OWATONNA PUBLIC UTILITIES
POSITION GUIDE**

Approved Date: May 20, 2022

Position Title: Information Technology Infrastructure Administrator

Department: Information Technology and Metering

Section: Information Technology

FLSA Status: Exempt

Union Position Classification – IBEW Local 949- Inside Union

Organizational Relationship:

Reports to: Supervisor, Information Technology

Supervises: None

Position Summary:

The primary function of this position will be the design, documentation, analysis, implementation, and administration of the Owatonna Public Utilities (OPU) server infrastructure, network infrastructure, and all supported computerized systems/hardware providing a secure/reliable foundation on upon which all OPU systems rely. The OPU environment includes technologies such as Microsoft Windows Servers, Active Directory, Cloud-based systems (Office 365), Microsoft System Center, Microsoft InTune, Microsoft Hyper-V, Device Encryption (BitLocker), Mobile Device Management, Cisco Networking, VoIP Systems, Clusters, DR Systems (Veeam), SQL/SSRS, PowerShell Scripting and Storage Area Network (SAN) systems.

Essential Duties and Responsibilities:

- Manage the enterprise infrastructure, including the identification and analysis of enterprise business to create technical solution architecture requirements; analyzing industry, technology and market trends to determine infrastructure impacts.
- Design, configure, deploy and maintain enterprise security infrastructure.
- Recommend best security practices to achieve stated business objectives, advises on risk assumptions and provides alternatives to achieve desired end results.
- Evolve the enterprise infrastructure functions and balance IT service functionality, security, data and operational quality.
- Evaluate infrastructure integrity with regard to device/user adherence to security policies.
- Encrypt devices that have a potential to leave the premises with company data.
- Identify, evaluate and develop solutions that enhance the enterprise infrastructure.
- Work closely with Departments and employees to support technologies while building optimal solutions.
- Analyze current IT environment to detect deficiencies and recommend solutions for improvement.
- Support the Supervisor/CIO roles to align technical solutions and business processes to drive business efficacy and efficiency.
- Develop programs to coordinate application deployments, operational changes and system updates.
- Plan, coordinate and execute environmental infrastructure changes to ensure a coordinated work effort and team approach.
- Provide secure, reliable and available systems for utility employees. Establish and maintain an appropriate level of database and user security. Perform required systems maintenance to ensure infrastructure availability and optimum performance.
- Regularly patch systems and software to promote data security and integrity.
- Develop and present training for end users.
- Provide technical assistance (troubleshooting hardware/software) to all employees in order to assist in solving their computing needs.
- Maintain documentation for all technical infrastructures.
- Identify, recommend and purchase hardware/software needs.

- Develop, maintain and execute database backup and recovery procedures. Maintain backup, archive, tape rotation and data retention schedules in accordance with the disaster recovery plan.
- Configure, deploy and support OPU desktop and laptop computers, software, printers, servers, and network infrastructure (both wired and wireless).
- Informs Supervisor/CIO of important developments, potential problems and related information necessary for effective management.
- Performs related work as apparent or assigned.
- Acts as Supervisor Designee when requested.

Competencies:

Customer Service – Manages difficult customer situations. Responds promptly to customer needs. Solicits customer feedback to improve service. Responds to requests for service and assistance. Meets commitments.

Ethics – Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

Initiative – Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes Independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help when needed.

Leadership – Exhibits confidence in self and others. Inspires and motivates others to perform well. Effectively influences actions and opinions of others. Inspires respect and trust. Accepts feedback from others. Provides vision and inspiration to peers and subordinates. Gives appropriate recognition to others. Displays passion and optimism. Mobilizes others to fulfill the vision,

Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternate solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

Results – Able to articulate and drive need for timely, high-quality results. Motives by personal example of hard work, dedicated to results. Internally driven to achieve; sets high personal standards. Anticipates, diagnoses, works through roadblocks.

Safety – Demonstrates a commitment to safety by following safety rules and guidelines. Meets requirements of 100% participation in safety training.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education: BS Degree in Computer Science or 2 Year Associates Degree in Computer Science. Certifications in Networking, Information Security, or similar desired.

Experience: Two (2) years' work experience in Information Technology with a BS Degree in Computer Science. Four (4) years' experience in Information Technology with 2 Year Associates Degree in Computer Science.

Language Skills: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Reasoning Ability: Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

Mathematical Skills: Ability to apply advanced mathematical concepts such as exponents, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity.

Information Technology Skills: 3+ years experience with enterprise networking equipment (Cisco/HP/Meraki routing/switching). 3+ years experience with next gen firewall configuration. 2+ years experience with virtualization technologies (VMWare/Hyper-V or similar). 5+ years experience with Windows client/server administration. 2+ years experience with enterprise storage systems (EMC/NetApp SAN and/or NAS). Experience in scripting languages preferred (PowerShell/VBScript/Bash/Batch). 1+ year experience with clusters (firewalls/databases/servers/storage systems). 1+ year experience with vulnerability assessment software (Nessus/GSA/Rapid7 or similar).

Additional: Knowledge of the utility industry is desired.

Tools and Equipment used: Computer, networking tools, basic office equipment

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the environment is usually moderately quiet and the work is indoors. (See Physical Job Analysis form for details.)

Position Essential Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit and/or stand more than 2/3 of the work day. (See Physical Job Analysis form for details.)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

The Position Guide does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of Owatonna Public Utilities and the requirements of the job change.