

**OWATONNA PUBLIC UTILITIES
POSITION GUIDE**

Approved Date: January 24, 2024

Position Title: Information Technology Operations Engineer

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, administration, maintenance, and support 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 customers and staff rely. In addition, this position will be responsible for the administration and support of other OPU technology systems and related hardware, including but not limited to CSM/CIS system (NISC), digital phone system, camera and card access security, print management, user and device management, and backup/data management.

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.
- Configure, deploy, and maintain core support systems including but not limited to Mobile Device Management Systems (Intune), Phone System Support, Security systems
- Regularly patch systems and software to promote data security and integrity.
- 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 regarding device/user adherence to security policies.
- 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.
- 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.
- Work closely with Departments and employees to provide technology-based solutions, support, and development for technologies. Coordinates and communicates plans and activities with others to ensure a coordinated work effort and team approach.
- Develop and present training for end users.
- Provide technical assistance to all employees to assist in solving their computing needs.
- Maintain documentation for all technical infrastructures.
- Develop, maintain and perform database backup and recovery procedures. Maintain backup, archive, 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.
- Database Administration, Data Extraction/Scripting.
- Performs related work as apparent or assigned.

Competencies:

Analytical – Synthesizes complex or diverse information. Collects and researches data. Uses intuition and experience to complement data. Designs work flows and procedures.

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.

Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative 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.

Adaptability – Adapts to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Deals effectively with ambiguity.

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.

Results – Completes tasks on time or notifies appropriate person with an alternate plan. Sets and achieves challenging goals. Measures self against standard of excellence. Takes calculated risks to accomplish goals. Motivated by personal example of hard work, dedicated to results. Institutes systems to monitor progress, assure sustainable results. Applies innovative ideas. Tries new things to reach challenging expectations and persists until personal and team results are achieved and commitments met. Continually seeks to improve work results, methods, and quality. Demonstrates accuracy and thoroughness.

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 satisfactorily. 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/Experience: BS Degree in Computer Science or 2 Year Associates Degree in Computer Science plus 2 years related work experience or at least 6 years related work experience is required.

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 or Hyper-V). 5+ years experience with Windows client/server administration. 2+ years experience with enterprise storage systems (SAN/NAS). Experience in scripting languages preferred (PowerShell/Bash). 1+ year experience with clusters (firewalls/databases/servers/storage systems). 1+ year experience with vulnerability assessment software (Nessus/GSA/Rapid7 or similar). Knowledge of SQL server DB administration or other common databases including tasks such as loading data, managing data security and user access, performance monitoring and tuning, and all aspects of data integrity, backup, recovery, user and developer support. Demonstrated experience in providing end-user support, including training and documentation. Systems Management Software, deployment and performance management. Planning and maintenance of database capacity, backup and recovery, and disaster recovery. Expertise in host operating and networking environments to completely

provide all required functions and services, including estimating and monitoring of all required hardware, coding and execution of administration jobs, in addition to monitoring and archiving backup files.

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 workday.

(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.