

Job Details

Job Title: Information Systems Technician

Job Type: Full-time

Salary: TBD - Based on experience

Work Location: Primarily one inside location with travel to other offices as needed

Schedule: Normally scheduled to work 40 hours a week, Mon-Fri from 8 am – 5 pm

Job Information

Employer Summary:

The Sweetwater Utilities Board (SUB) is a municipal utility system that provides Electric, Water, Wastewater, and Natural Gas services to East Tennessee's Sweetwater Valley. Since its establishment in August of 1939, our mission has been to meet and supply the demands of a rapidly growing area by providing reliable, friendly, competitively-priced services to our customers.

As our system continues to expand and grow, we currently serve over 9500 electric, 4800 water, 2300 wastewater, and 1500 natural gas customers. We employ 54 hard-working, dedicated utility professionals who strive to deliver a service that meets or exceeds customer expectations.

At SUB, we promote a culture characteristic of small-town family values that, along with a generous benefits package, inevitably leads to employee satisfaction and retention!

Work Description: An Information Systems Technician is an entry-level position that will provide technical assistance to companywide computer users and answer questions or resolve information system problems. The I.S. Tech will regularly analyze, test, troubleshoot, and evaluate existing hardware, software, and network systems, including local area networks (LAN), cloud networks, servers, data communications, SCADA systems, and telecommunications networks, and aid in performing network maintenance to ensure consistent operations with minimal interruption.

The I.S. Technician is under the direct supervision of the General Manager. This position is classified as Non-Exempt under the Fair Labor Standards Act.

Essential Duties & Responsibilities:

- Support all network, telecommunications, and I.T. systems and devices, including LAN, routers, applications, firewalls, security servers, SCADA systems, Wi-Fi, VPNs, security cameras, and other miscellaneous devices. Ensure that all networking resources are operational and available.
- Perform I.T. fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Assist with advanced troubleshooting and diagnosis
- Responsible for cybersecurity systems throughout the company
- Maintain and demonstrate knowledge of technological changes and advancements
- Responsible for companywide Information Systems & Technology Strategic Plan
- Upgrade the company website and manage the company's Web Content
- Be on call, as needed, in the event of an emergency

Qualifications

Minimum Requirements:

- High school diploma/equivalent
- Have and maintain a valid Tennessee driver's license
- Acceptable driving history as verified through the Department of Motor Vehicles.
- Must be able to pass a background check, pre-employment physical, and drug screen.
- Minimum of 6 months of practical field experience with expertise in different desktop and mobile computer operating environments. Proficient in computer hardware troubleshooting and repair.
- Ability to work independently with attention to detail and manage time across multiple projects and deadlines
- Organization and communication skills with the ability to seek input and feedback from and coordinate with other team members
- Completion of or currently pursuing a two-year technical degree in a related field, a plus.
- CompTIA A+ and other related certifications preferred.

Physical Requirements:

Physical demands range from sedentary, very light to moderate work. Requires frequent repetitive motions including, but not limited to, hand, wrist, and finger movements. Must be able to sit or stand at the computer for sustained periods to perform desk and counter work during working hours. Must be able to bend, stand, walk, climb stairs and ladders, and occasionally exert up to 30 pounds of force. Will occasionally need to accomplish tasks in small, tight, and confined spaces. Must have the flexibility to work irregular hours for assignment completion. Requires the ability to occasionally work during emergency situations.

SUB offers competitive wages, an excellent benefits package that includes comprehensive health, dental, vision, and life insurance, paid holidays, vacation/sick leave, employee training and development programs, and a positive, collaborative work environment.

Applications are available on our website and can be submitted:

- To our Business Office at 400 Hwy 322 East, Sweetwater, TN 37874.
- By emailing HumanResources@sweetwaterutilities.com
- By fax to 423-337-6894

SUB is an Equal Opportunity Employer and complies with all applicable laws and regulations in our employment practices. SUB is a Tennessee Drug-Free Workplace Program participant.