

OAKDALE ELECTRIC COOPERATIVE

JOB DESCRIPTION

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| Position Title: | Information Technology Specialist | | |
| Department: | Information Technology | | |
| Reports To: | Finance Director | | |
| Date Issued/Revised: | 3-10-2026 | | |
| Position(s) Supervised: | | | |
| FLSA Status: | Exempt | Classification: | Non-union |

POSITION SUMMARY

The Information Technology (IT) Specialist is responsible for managing the Cooperative's information technology systems including the network hardware and software applications, PC's and other system hardware, and other data and voice communications systems to ensure efficient operation that is consistent with the goals and objectives set forth by the cooperative. The IT Specialist also provides technical support and guidance to staff to maintain optimal productivity across all departments.

ESSENTIAL FUNCTIONS

- Ensure that all servers, computer hardware, and software are up to date, and verify that workstations remain fully functional.
- Manage backup, physical and cyber security, and user help desk support, ensuring 24/7 support and backup of key functions for IT and OT operations.
- Evaluate the organization's technology use and needs, recommend improvements, and purchase appropriate equipment working with department staff.
- Coordinate purchases of software and provide license tracking on all centrally purchased packages as needed.
- Support all employees in computing needs by professionally answering questions and troubleshooting hardware and software issues.
- Assess and respond appropriately to unexpected or complex software, design, or networking errors.
- Administer and troubleshoot the phone system.
- Work with department staff to conduct feasibility studies, define IT project scope, and identify requirements for success.
- Develop and implement disaster recovery policies/procedures in telecommunications, computer hardware, and data.
- Prepare and review operational reports and/or project progress reports.
- Work with Finance Director to prepare annual budget for information technology.
- Performs other tasks and duties as assigned, which are required for the accomplishment of the departments and Cooperative's objectives.

SKILLS AND ABILITIES

- Ability to understand and follow the Cooperative's safety policies, identify and address conditions that impact employee or public safety, and take responsibility for promptly reporting unsafe practices or injuries to your supervisor.
- Ability to interact effectively with diverse personalities while maintaining a professional attitude.
- Ability to manage multiple projects efficiently, maintain accurate documentation, and consistently meet deadlines.
- Ability to use logic, reasoning, and analysis to make decisions, solve problems, and complete tasks.
- Follow Cooperative policies and act professionally when representing the Cooperative.
- Maintain a neat, clean, and presentable appearance for regular public contact.
- Promote teamwork through participation, cooperation, and communication. Improve employee morale, motivation, productivity, and production quality with continuous teamwork.

MINIMUM QUALIFICATIONS

- Strong written and oral communication skills, with the ability to explain technical information clearly and effectively to non-technical users.
- Strong analytical and problem-solving skills, with the ability to interpret data, troubleshoot issues, and implement effective solutions.
- Able to assume a leadership position within a project team when required.
- Proficient in computer systems, including the deployment and management of both hardware and software solutions, and iPad management.
- Experience with Windows Operating Systems and VMWare and Apple iOS.
- Experience in Microsoft 365 administration (Exchange, SharePoint/OneDrive, Teams, Entra ID/Azure ID), on-premises Active Directory, and group policies.
- Experience with network administration (switching, firewalls, VLANs, VPNs, Wi-Fi) and basic VoIP/telecom support, Linux, and VMware.
- Experience with Powershell or Python, or willingness to learn.
- Valid Wisconsin driver's license.

EDUCATION AND WORK EXPERIENCE

- Associate's degree in information technology, Computer Science, or related field.
- At least two (2) years of professional experience providing IT support and/or administering business technology systems.
- Certifications such as Windows Systems Administration, CompTIA Network+, VMware Certified Tech, or CompTIA Security+ are preferred.

WORK ENVIRONMENT

Work is performed in a climate-controlled office environment with most of that time at the Cooperative headquarters. May involve exposure to moderate noise levels from high-speed computer equipment and other peripherals. Work involves the operation of personal computer equipment for most of the workday. The workday will also include communication with both

internal and external contacts. Some potential for exposure to safety and health hazards related to electronics work.

Periodic day travel by vehicle to assist other cooperatives. Occasional overnight travel for meetings and training.

PHYSICAL REQUIREMENTS

This position is regularly required to sit, use hands to finger, handle or feel objects, tools or controls; and see, talk, and hear. Must be able to stand, walk, stoop, crawl, bend and reach with body, legs, feet, hands and arms. Must occasionally lift, carry and/or move up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.