



POSITION DESCRIPTION

Position Title:	IT Systems Specialist		
Description Number:	3.1.1	Classification:	Professional
Department:	Business Solutions	FLSA Status:	Non-Exempt
Date issued/Revised:	July 2026	Employment Status:	Full-time

Summary of Position:

The IT Systems Specialist provides responsive end-user technology support and technical services that enable reliable, secure, and efficient business operations across the Cooperative and participating organizations supported through the shared services model. The position serves as the primary resource for end-user technology support, assists with administration of enterprise technology systems and business applications, and supports cybersecurity awareness and technology operations. Through responsive customer service, technical expertise, and continuous improvement, the position contributes to reliable technology services that support employees and organizational objectives.

Job Responsibilities:

1. End User Technology Support

- a. Provides responsive, professional in-person and remote end-user technology support to employees across the Cooperative and participating organizations supported through the shared services model.
- b. Delivers employee technology training and promotes effective use of enterprise technology resources.
- c. Responds to technology support requests through established help desk processes.
- d. Troubleshoots hardware, software, network, mobile device, and peripheral issues.
- e. Installs, configures, maintains, and supports employee workstations, mobile devices, printers, phones, and related technology equipment.
- f. Documents support requests, resolutions, and recurring issues to improve service delivery and knowledge resources.

2. Enterprise Technology Administration

- a. Supports the operation, maintenance, and lifecycle management of technology systems across the Cooperative and participating organizations supported through the shared services model.
- b. Assists with administration of Microsoft 365, Active Directory, device management platforms, and related business systems.
- c. Maintains technology inventories, warranties, licensing, support agreements, and system documentation.
- d. Coordinates hardware and software deployments, upgrades, replacements, and lifecycle planning.
- e. Supports technology implementations and organizational technology initiatives.

3. Infrastructure & Network Support

- a. Supports reliable operation of network, server, and communication infrastructure.
- b. Assists with monitoring network performance, connectivity, backups, and system availability.
- c. Performs troubleshooting and assists in resolving infrastructure issues.
- d. Coordinates technology support activities and vendor engagements to facilitate timely issue resolution.

- e. Assists with maintaining business continuity through backup verification and technology recovery processes.
- f. Supports field deployment, testing, and troubleshooting of technology systems installed at Cooperative facilities and operational sites.

4. Business Applications Support

- a. Supports utility business applications, enterprise systems, and related business technologies.
- b. Coordinates software updates, testing, implementation, and vendor support.
- c. Assists users with troubleshooting and system optimization.
- d. Supports data integrity and reliable exchange of information between enterprise systems.

5. Cybersecurity & Technology Compliance

- a. Partners on implementation of cybersecurity standards, policies, and security controls.
- b. Assists with technology compliance activities, including user access management, endpoint security, vulnerability remediation, cybersecurity standards, payment card industry (PCI) requirements, and other applicable technology compliance obligations.
- c. Reinforces cybersecurity awareness training and employee education.
- d. Assists with technology incident response, recovery activities, and continuous improvement initiatives.
- e. Engages in business continuity and disaster recovery planning activities.

6. Technology Planning & Continuous Improvement

- a. Supports continuous improvement of technology services and operations across the Cooperative and participating organizations supported through the shared services model.
- b. Identifies opportunities to improve technology services, support processes, documentation, automation, and employee productivity.
- c. Recommends technology improvements that enhance security, reliability, and operational efficiency.
- d. Collaborates with internal teams, vendors, consultants, and participating organizations to deliver effective technology solutions.
- e. Participates in technology planning, documentation, and process improvement initiatives.
- f. Evaluates emerging technologies and recommends solutions that improve operational efficiency, system reliability, and member service.
- g. Maintains current technical knowledge through continuing education and professional development.
- h. Performs other duties as assigned in support of operations and technology services across the Cooperative and participating organizations supported through the shared services model.

This position description is intended to describe the general nature and level of work performed and is not an exhaustive list of all responsibilities. The Cooperative reserves the right to assign, modify, or adjust duties as business needs evolve, and employees are expected to perform other duties as assigned in support of operations.

This document does not constitute a contract of employment and may be updated as organizational needs change.

LREC is an equal opportunity employer and is committed to creating an inclusive environment for all employees.

Specifications:

Education and Experience:

- Combination of education and experience equivalent to four (4) years in information technology, computer systems, networking, or a related field.
- Demonstrated experience providing end-user technical support and troubleshooting hardware, software, or connectivity issues.
- Experience supporting Microsoft-based business environments and enterprise technology systems preferred.

Skills and Abilities:

- Strong analytical and problem-solving skills with the ability to diagnose and resolve technical issues.
- Ability to manage multiple priorities while providing responsive customer service.
- Effective communication skills with the ability to explain technical information to technical and non-technical audiences.

- Working knowledge of Microsoft 365, Windows operating systems, Active Directory, networking concepts, and related business technologies.
- Ability to learn new technologies, software platforms, and business systems.
- Ability to maintain accurate technical documentation and system records.
- Ability to communicate clearly and effectively in English, both verbally and in writing.

Licenses & Certifications

- Valid driver's license and ability to meet Cooperative insurability requirements.
- Industry certifications such as Microsoft, CompTIA, Cisco, or cybersecurity-related certifications preferred or ability to obtain as appropriate.

Additional Expectations:

- Maintain confidentiality of Cooperative, member, employee, and technology security information.
- Availability to support operations outside standard business hours during outages, technology emergencies, cybersecurity incidents, and critical operational events.
- Ability to travel between Cooperative facilities and participating shared services organizations.
- Supports implementation of technology changes outside normal business hours when necessary to minimize operational disruption.

Work Environment & Expectations

This position operates primarily in an office environment while providing technology support throughout Cooperative facilities and participating organizations within the shared services model. Regular interaction with employees, vendors, contractors, and participating organizations is required to support enterprise technology, operational technology, cybersecurity, and business applications.

This position primarily operates during standard business hours; however, as part of a utility organization, additional support may be required outside of normal hours to respond to technology outages, cybersecurity incidents, system upgrades, emergency operations, or other critical business needs.

May be contacted outside of standard business hours and expected to provide support via phone, remote access, or on-site response as operational needs require. Occasional travel between Cooperative facilities and participating shared services organizations is expected.

Physical Demands and Working Conditions

Work is performed primarily in a climate-controlled office environment and involves extended periods of computer use, technical troubleshooting, communication, and collaboration with employees and technology partners.

The position requires frequent sitting, standing, walking, visual concentration, and manual dexterity while operating computers, mobile devices, and technology equipment. Occasional lifting, carrying, installation, and relocation of computers, monitors, printers, networking equipment, and related technology devices may be required.

Reporting Relationships:

Reports to:	Shared Services IT Manager
Supervises:	No one
Directs work of:	None
External relationships:	Computer hardware and software vendors, IT Consultants

Leading Self:

1. Communicate Effectively – Express ideas clearly and concisely. Provide information people need to know to do their jobs, and to convey motivation for being a member of the team.
2. Interpersonal Skills – Relate well to all people. Carefully listens to the ideas and suggestions of others. Understands own effect on situations and people. Accurately senses when to give and take when negotiating.

3. Manage Self/Results Oriented – Is action oriented, works hard and uses time and resources effectively and efficiently. Takes initiative and completes projects.
4. Individual Performance and Technical Knowledge – Has the functional and technical knowledge and skills to do the job safely, efficiently, and productively.
5. Continuous Learning – Is self-aware of personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve himself/herself.
6. Adaptability – Learn quickly when facing new problems. Change approaches midstream when something isn't working.
7. Customer Focused – Dedicated to meeting the expectations and requirements of internal and external customers.
8. Teamwork – Understands and be committed to the goals of the team. Collaborate well with others.
9. Business Focused – Understands LREC and LRES business and the impact of each employee's fair share of work. Uses time and resources to accomplish LREC and LRES business objectives.

Physical Demands Required to Perform Duties:

Definition of frequency examples:

- Frequently – Every day to once a week occurrence.
- Occasionally – Less than once a week or seasonal occurrence.
- Not Applicable – Not likely to happen.

Physical Demands	Frequency Examples
Standing	Frequently
Walking	Frequently
Sitting	Frequently
Lifting, Carrying	Frequently
Twisting, Pushing, Pulling	Occasionally
Climbing, Balancing	Not Applicable
Kneeling, Crawling	Frequently
Talking	Frequently
Hearing	Frequently
Communication	Frequently
Visual ability	Frequently
Bending	Occasionally
Gripping, Grasping	Not Applicable
Other physical demands	Frequently
Working Conditions	Frequency Examples
Exposure to outdoor conditions	Not Applicable
Low visibility	Not Applicable
Noise	Not Applicable
Moving parts	Not Applicable
Energized equipment	Not Applicable
High, exposed places	Not Applicable
Radiant energy	Not Applicable
Exposure to chemicals	Not Applicable
Vehicular traffic	Occasionally
LED/LCD screens	Frequently
Slippery conditions	Occasionally
Other environmental conditions	Not Applicable