

**SYSTEM ADMINISTRATOR**  
**HOUSTON COUNTY ELECTRIC COOPERATIVE, INC. - CROCKETT, TX**  
Position Responsibility Guide

**1 POSITION FUNCTION SUMMARY:**

Establish technology plans to support critical infrastructure operation for Houston County Electric Cooperative which includes both information technology and operation technology networks, applications, and services. Requires support of daily operations as well as maintaining a proactive stance on protecting from cyber and physical threats while supporting business continuity and disaster recovery. Perform a variety of technical and non-technical support operations.

**2 PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES:**

Within the limits of approved board policies, operating guides and procedures the System Administrator assumes responsibility for the following activities:

- (a) Plan and perform day-to-day maintenance and support of operational systems including, but not limited to:
  - (1) Customer Information System (CIS)
  - (2) Outage Management System (OMS)
  - (3) Automated Metering Infrastructure (AMI)
  - (4) Supervisory Control And Data Acquisition System (SCADA)
  - (5) Servers
  - (6) Network Switches/Firewalls
  - (7) Desktops/Phones/Printers
- (b) Support servers in a Windows operating environment. Monitor server availability, address alerts and notifications, assist with upgrades and ensure backup procedures are followed.
- (c) Provide desktop support including routine preventive maintenance, upgrades of software or hardware and troubleshooting compatibility, connectivity or malicious threats.
- (d) Printer support and installation.
- (e) Networking support.
- (f) Diagnose and resolve issues in a timely manner with minimal impact to users and business processes.
- (g) Document process and procedures as required.
- (h) Support work at multiple physical sites.
- (i) Coordinate projects.
- (j) Assist in emergency response situations, such as power outages or communication outages, to support distribution operations
- (k) Support daily and month-end meter reading functions.
- (l) Provide technology budgeting, planning and board-level communication

### **3 OTHER INFORMATION:**

It is expected all essential functions and elements of this position will be performed competently following a six-month probation period.

Overtime and after-hours support calls are to be expected.

### **4 REPORTING RELATIONSHIPS:**

The System Administrator will oversee the IT department and report the CEO/General Manager and be part of the HCEC leadership team.

### **5 WORKING RELATIONSHIPS:**

This position must work effectively across all departments. This position will interact with outside line personnel as well as internal administrative personnel to promote a productive, safe work environment. In addition, this position will coordinate with East Texas Electric Cooperative where there are joint facilities.

This position will have contact with the general public through member interactions. This position will interact with vendors, software providers, IT consultants and communication providers. This position should represent HCEC in a professional, courteous manner at all times.

### **6 AUTHORITIES AND ACCOUNTABILITIES:**

This position is responsible for safe-guarding corporate assets by ensuring a secure network and protecting critical servers, operational data and customer data.

### **7 POSITION SPECIFICATIONS:**

Fair Labor Standards Act Provisions

This position is exempt under the provisions of the Fair Labor Standards Act and is subject to the Cooperative's policies and procedures.

### **8 EDUCATION AND DESIRED EXPERIENCE**

- (a) Associate or bachelor's degree in computer science, Information Systems, or 5 years of equivalent experience
- (b) Windows Server Experience
- (c) Windows Desktop experience
- (d) Experience with Microsoft Active Directory, DNS and DHCP
- (e) Experience with server virtualization
- (f) Network administration experience
- (g) Experience with database administration, preferably SQL and Postgre SQL
- (h) End-User support experience
- (i) Basic programming and scripting skills
- (j) MS Office product support skills
- (k) Microsoft365 services (End user applications, EntraID, Exchange Online)
- (l) Experience with Nutanix HCI and Hypervisor a plus

- (m) Experience with Fortinet networking equipment a plus
- (n) Experience with Alcatel-Lucient switches a plus

## 9 KNOWLEDGE, SKILLS AND ABILITIES

- (a) Ability to communicate proficiently with management, IT service providers, customers and co-workers
- (b) High degree of initiative and planning
- (c) Critical thinking and problem-solving skills
- (d) Ability to work well individually or as part of a team
- (e) Strong organizational skills and the ability to prioritize work
- (f) Flexible and can easily adapt to changing priorities
- (g) Ability to work under stress and under demanding conditions occasionally

## 10 PERSONAL CHARACTERISTICS

Personal characteristics to include: a team player, high integrity, good personal habits, regular work attendance, attention to detail, courteous and friendly, able to work well with diverse groups of people, and gain and maintain respect of others.

## 11 WORKING CONDITIONS/PHYSICAL REQUIREMENTS

This position supports a critical service industry and applicant must be available after normal office hours. This position will be inside the office most of the time. However, a significant portion of time may be spent at substation or metering points in the Co-op service territory supporting network and communication infrastructure which will require outside work in all kinds of weather regardless of temperature. When feasible, this position will be allowed to work remotely from home when called after normal office hours.

Some heavy lifting required. Reaching and lifting overhead is required. Lifting and carrying of 10 to 50 pounds occasionally. Job requires standing, climbing, bending, pulling and reaching. Occasional exposure to mechanical hazards and electric equipment when working in substations. Safety equipment is required.

**Salary Range:** \$87,000 - \$95,000 per year

**Benefits** (contingent on eligibility and vesting):

Health insurance (medical, dental, vision and prescription)

Retirement (pension plan and 401k)

Long-term, short-term disability

Life insurance

Vacation and sick leave