

JOB DESCRIPTION AND REQUIREMENTS

DIRECTOR OF INFORMATION SYSTEMS

JOB SUMMARY: Manage all Information Systems and operations to budget, administer, design, develop, procure, operate and maintain the Cooperative's computer hardware, software, network, security, and telephone systems.

JOB CLASSIFICATION: Full-time, Exempt, Staff-Level Position.

GRADE: Thirteen (13)

SUPERVISION: Responsible to and under the direct supervision of the Manager of Engineering and Operations.

EDUCATION/EXPERIENCE: Minimum of a Bachelor of Science Degree in Computer Science, Engineering, or similar discipline, and five (5) years experience in a related field. Microsoft Certified Solutions Associate and Cisco Certified Network Associate certifications preferred.

GENERAL JOB REQUIREMENTS:

- (a) Strong technical background and analytical skills. Must be proficient in the use of computer workstations, laptops, iPads, and programs including the Microsoft Office Suite.
- (b) Ability to understand and perform mathematical and statistical analyses.
- (c) Excellent skills in written and verbal communication. Ability to communicate technical data in a clear and concise manner. Ability to train individuals of various technical knowledge levels on use of hardware and software.
- (d) Shall have a strong background in database systems and software, server hardware and software systems, and workstation and laptop hardware, software and peripherals.
- (e) Should also have a strong background in local area network systems hardware and software installation and operation.
- (f) Must demonstrate honesty, integrity, confidentiality, dependability, and flexibility along with initiative and motivation to organize and complete tasks and meet deadlines, acting independently and with minimum supervision and direction.

- (g) Shall perform duties and assignments, and conduct self in such a manner as to reflect credit on the Cooperative and contribute to an increasingly better understanding and harmonious relations with the Members and general public.
- (h) A professional appearance is important along with excellent skills in human relations with ability to work as a team member.
- (i) Promotes and follows safe practices, procedures, and safety rules and participates in scheduled Safety Meetings.
- (j) Must be physically able to sit or stand at a computer workstation for long periods of time using repetitive hand/arm motion.
- (k) A valid driver's license in their state of residency is required.

JOB DUTIES:

- (a) Participates in the development, evaluation and implementation of the Cooperative's Strategic Plan.
- (b) Shall have a working knowledge of the Cooperative Bylaws, Policies, rules, regulations, and procedures. Will participate in the development of them to ensure their proper execution, reasonableness and effectiveness, and to determine any revisions that may be required.
- (c) Prepares and maintains an annual work plan and operating and capital budgets for their department.
- (d) Continually appraises the department's organizational structure and work flow for effectiveness and recommends and implements any approved changes.
- (e) Responsible for designing, purchasing, installing, maintaining, and upgrading the Cooperative's network and server hardware and operating system software, and performing the duties of Network Systems Administrator.
- (f) Responsible for designing, purchasing, installing, maintaining, and upgrading the Cooperative's routing, firewall and wide area network for secure on-site and remote access.
- (g) Responsible for designing, purchasing, installing, maintaining, upgrading, and securing the Cooperative's backup systems for data integrity and disaster recovery.
- (h) Responsible for purchasing, installing, maintaining, and upgrading the Cooperative's workstation, iPad, and notebook computer hardware and software inventory. Shall be

proficient with the basic functions of all cooperative computer hardware and software and be able to answer or research questions when they arise.

- (i) Responsible for procuring and/or maintaining the Cooperative's Internet, Intranet, Telephone, and E-mail systems.
- (j) Works with Management and Staff in recommending and directing the Cooperative's network and computer technology, and database and workstation software system applications, for the efficient utilization of the current and future computer systems. Plans future IT system purchases and upgrades in accordance with the recommendations of Management and Staff.
- (k) Responsible for training employees in the general operation of workstation, iPad, and notebook computer operating systems and applications.
- (l) Responsible for staying informed on the current status and trends relating to information systems technology so as to be able to make informed decisions regarding the Cooperative's current and future information systems technology hardware and software. Provides managerial support, analysis, and evaluation for special projects as assigned.
- (m) Assists with the implementation and/or maintenance of the Cooperative's GIS/GPS, AM/FM, SCADA, and/or RMS software and hardware systems.
- (n) Building Security
 - a. Research and recommend security system software / controls.
 - b. Maintain security system software.
- (o) Cybersecurity
 - a. Create, lead, conduct, and track cyber security risk assessments of Cooperative's systems.
 - b. Understand and explain risks and exposure of Cooperative's systems.
 - c. Develop and train personnel on internal security standards.
 - d. Assist the Manager of Member Services in achieving and maintaining Payment Card Industry Data Security Standard (PCI DSS) compliance of our network and procedures.
- (p) Gains an understanding of enterprise software databases and creates crystal reports or assists in creating crystal reports.
- (q) Performs any other duties as assigned.