

# RESPONSIBILITY OUTLINE



<b>Job Title</b>	Computer Systems Intern		
<b>Department</b>	Infrastructure Services	<b>Pay Status</b>	Hourly
<b>Reports To</b>	Computer Systems Administrator	<b>FLSA Category</b>	Nonexempt
<b>Location</b>	Various		

## SUMMARY

Assist the Infrastructure Services team in supporting users, maintenance, modification, installation, testing, and implementation of new or existing computer hardware, network equipment, and software.

## Essential Responsibilities

### Helpdesk Incident & Change Management

Assist with the management and completion of incident requests and system changes adhering to policies and procedures outlined by Infrastructure Services.

### System/Software/Hardware Support

Learn and perform basic installation and maintenance on computers, peripheral equipment, and hardware and software.

Become familiar with analyzing, troubleshooting, and resolving technical operational problems related to hardware and software problems in a timely manner.

Assist with system conversions and technology upgrades.

Interface with vendors to troubleshoot and resolve software and hardware issues.

### Mobile Device Management

Learn current software suites to assist with the management of mobile devices that are connected to Sunflower Electric Power Corporation's (Sunflower) infrastructure.

Help Sunflower's employees to troubleshoot and replace mobile devices.

### Security

Follow administrative plans to meet specific needs and security of Sunflower Electric. Monitor network security hardware and software alerts.

Assist team in performing a root cause analysis when high/critical incidents are processed.

### Safety

Sunflower employees are expected to approach their personal safety and their coworker's safety with a positive attitude and commitment. Sunflower employees will maintain the highest level of responsibility and accountability in compliance with all safety policies, practices and procedures to ensure a safe working environment.

This includes properly maintaining and caring for applicable safety gear and equipment; identifying, correcting or assisting in resolving safety concerns, including communicating all hazardous conditions; reporting all injuries and near misses immediately to appropriate personnel; and understanding and complying with the Clearance Procedure as applicable.

## **Culture**

Demonstrate personal responsibility and a commitment to Sunflower's culture and core values of technical competency, respect and dignity, accountability, integrity, trustworthiness, and servant leadership to empower or otherwise enable others to optimally perform their job responsibilities. Demonstrate and promote ethics and behaviors consistent with Sunflower's culture, Board policies, and business practices. Understand and fulfill the role and responsibility for all internal policies and procedures of the company to comply with laws, rules, and regulations.

## **Other Responsibilities**

Perform other tasks as assigned or required to support Sunflower's mission and operations.

## **Qualifications**

### **Education and Experience**

Currently enrolled in an associate, technical, or higher-level computer science, information systems, or other computer-related field or one-year relevant computer troubleshooting experience, or an equivalent combination of education and experience.

### **Knowledge, Skills, Abilities**

Quick learner and able to apply new skills immediately.

Self-starter and can work independently.

Basic keyboarding skills.

Basic knowledge of Office 365, networking, desktop operating systems, and internet applications.

Basic knowledge of SharePoint preferred.

Able to prioritize tasks and complete user submitted incident requests.

Able to analyze information and form logical conclusions and root causes of problems.

Able to work effectively with team members and other departments while performing essential responsibilities

Written, verbal, and interpersonal communication skills at the level required to successfully perform the essential responsibilities of the position.

Able to operate computers and associated programs at the level required to successfully perform the essential responsibilities of the position.

**Other**

Possess and maintain a valid driver's license.

Able to travel to all Sunflower sites and attend training and meetings out of state as needed.

Regular and prompt attendance is required.

Able to work overtime, both scheduled and/or unscheduled.

This outline is not all inclusive but rather serves as a general overview of the current business needs. Experience guidelines are not the sole basis for awarding this position and substitutions may be made as they relate to the essential functions, duties, and responsibilities of this position.

<b>EEO Category</b>	3	<b>FLSA Exemption</b>	N/A
<b>FLSA Exemption Justification</b>	N/A		

## COMPETENCIES

The following competencies describe the required knowledge, skills, and behaviors that contribute to employee performance and organizational success. Please contact the Department of Organizational Development for definitions of each competency.

### Core

- Technical Competency
- Respect and Dignity
- Accountability
- Integrity
- Servant Leadership
- Safety

### Technical

- Communication
- Decision Making
- Flexibility
- Initiative
- Problem Solving
- Quality
- Team-Oriented
- Technology Acumen

## PHYSICAL AND MENTAL REQUIREMENTS SHEET

This outline is not all inclusive but rather serves as a general overview regarding the physical and mental activities required to perform the job.

### Physical Tasks and Exposure

For the following, indicate if the task or exposure during a typical shift is:

**Occasional (0-33% of the workday); Frequent (34-66%); Constant (67-100%)**

Task/Exposure	O	F	C
Standing	X		
Walking		X	
Sitting			X
Climbing	X		
Crouching	X		
Twisting	X		
Reaching above	X		
Heights over 4 ft	X		
Confined spaces	X		
Variable weather	X		
Cold	X		
Heat	X		
Noise over 85 decibels	X		
Dust/Dirt	X		
Ionizing radiation			
Chemicals			
Repetitive - Wrist			X
Repetitive - Elbow			X
Other:			

Task/Exposure	O	F	C
Lifting/Lowering			
<10 pounds		X	
11-30 pounds	X		
31-50 pounds	X		
Carrying			
<10 pounds		X	
11-30 pounds	X		
31-50 pounds	X		
Pushing			
<10 pounds	X		
11-30 pounds	X		
31-50 pounds	X		
51-75 pounds			
>75 pounds			
Pulling			
<10 pounds		X	
11-30 pounds	X		
31-50 pounds	X		

Comments:

For the following, indicate if essential to the position:

Mental Requirements	
Works alone	X
Repetition	X

Audio/Visual	
Hearing/Corrected Hearing	X
Color discrimination	X

Required Examinations			
Physical Capacity Profile (PCP)		Audiogram	
Level 2		Chest X-Ray	
Level 3		Spirometry	
Level 4		Color	
Level 5		DOT Physical	

A physical may be substituted for a PCP if it is not available.