RESPONSIBILITY OUTLINE

Job Title	Computer Systems Technician		
Department	Corporate Systems	**Pay Status**	Hourly
Reports To	Manager Infrastructure Services	**FLSA Category**	Nonexempt
Location	Garden City, Great Bend, Hays, Holcomb		

SUMMARY

Support users, maintenance, modification, installation, testing, and implementation of new or existing computer hardware, network equipment, and software.

Essential Responsibilities

Helpdesk Incident & Change Management

Manage and complete incident requests and system changes adhering to policies and procedures outlined by Infrastructure Services.

System/Software/Hardware Support

Perform basic and advanced installation and maintenance of computer and peripheral equipment hardware and software.

Assist Infrastructure Services to evaluate hardware and software needs.

Analyze, troubleshoot, and resolve technical operational problems related to hardware and software problems in a timely manner.

Assist with system conversions and technology upgrades.

Perform annual disaster recovery backup and testing.

Interface with vendors to procure software and hardware and complete project tasks.

Mobile Device Management

Utilize current software suites to manage mobile devices that are connected to Sunflower Electric Power Corporation's (Sunflower) infrastructure.

Telecom/Unified Messaging

Perform onboarding/offboarding tasks of assigning/removing user extensions and perform calling troubleshooting.

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 coworkers 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

Associate degree or technical degree in computer science, information systems, or other computer-related field and two years network systems and applications installation and troubleshooting experience, or equivalent combination of education and experience.

Windows Server and desktop operating systems, virtual server technology, Internet applications experience.

Knowledge, Skills, Abilities

Basic Keyboarding Skills.

Knowledge of Microsoft Windows and server operating systems.

Basic troubleshooting and configuration of iOS and Android operating systems.

Knowledge of Office 365 and Sharepoint.

Basic networking knowledge.

Able to efficiently and effectively 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.

EEO Category	3	FLSA Exemption	N/A
FLSA Exemption Justification	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
Technical Competency	Communication
Respect and Dignity	Decision Making
Accountability	Flexibility
Integrity	Initiative
Trustworthiness	Problem Solving
Safety	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); **F**requent (34-66%); **C**onstant (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.