

GASCOSAGE ELECTRIC COOPERATIVE

Network Services Coordinator

GENERAL SUMMARY:

The Network Services Coordinator is responsible for managing the day-to-day technical operations of Gascosage Electric Cooperative (GEC) and its subsidiary, GTech Fiber networks. For GEC, this position provides internal technical support to users, performs hardware and software installations, problem management employee training, participates in technology solution selections, and ensures network reliability and security. For GTech Fiber, this position provides management and oversight of the Fiber to the Home (FTTH) systems and networks. Additionally, providing consultation and support for potential, new and existing fiber customers, both residential and commercial.

ROLES & RESPONSIBILITIES:

1. Serve as the primary contact for all hardware and software issues. Receive and troubleshoot end user requests to successful resolution.
2. Educate end users on the functions of installed general office applications, operating systems and hardware.
3. Implement, monitor and maintain servers and network devices.
4. Ensure availability of servers and networks to support operational needs.
5. Troubleshoot system failures and execute procedures to restore operations.
6. Monitor server and network performance and anticipate needed changes to optimize performance.
7. Analyze hardware and software for acquisition.
8. Design and test configurations necessary for new applications, new technologies and enhanced performance.

ESSENTIAL DUTIES:

- 1. Support Enterprise Systems:** Manage corporate network, server and endpoint devices. This includes Windows/Linux server, VMWare, SAN, Active Directory, Cloud services including Microsoft365, LAN/WAN/WIFI, printers, copiers and mobile devices. Maintain an inventory of IT and network assets.
- 2. Support Business Applications:** Work with vendors such as NISC and Aclara to deliver mission critical business applications for billing, staking/engineering, GIS, meter data management, document imaging and others. Keep up with licensing requirements of all software assets. Resolve business application issues reported by end users.
- 3. Support FTTH infrastructure:** Manage and maintain switching/routing infrastructure

(Juniper/Calix). Configure DNS, DHCP and static IP assignments, NAT, Firewalls and Routing.

4. **Support FTTH customers:** Provision customer accounts, troubleshoot connectivity issues, aid and guide fiber technicians. Provide pre-sales and post-sales technical consultation.
5. **Support telecommunication services:** Internal/customer VOIP and analog systems, employee mobile devices such as cell phones and tablets.
6. **Support Management:** Work with management and staff personnel to identify long-term computer and telecommunication needs. Develop technology budgets. Submit monthly status reports. Prepare audiovisual equipment for meetings and training sessions.
7. **Support Vendors:** Leverage and negotiate with technology vendors and contractors to secure products and services.
8. **Protect Systems and Networks:** Implement and execute cyber security best practices. Monitor information security alerts, including alert logs from firewalls, intrusion detection system, operating system, AntiVirus/EDR, SIEM, and web servers. Respond, triage, analyze, and discern false positives. Remediate and/or escalate results to third parties as needed.
9. **Other duties as assigned.**

EDUCATION & EXPERIENCE REQUIREMENTS:

1. Bachelor's degree in Computer Science, Computer Information Systems, or a closely related field with five (5) years' experience or an Associate's degree with ten (10) years' experience.
2. Minimum of five (5) years' experience with networking architecture, SAN storage, server hardware and operating systems, including domain controllers, , security applications, virtual environments, and VMWare administration.
3. Preferred Cisco Certified Network Associate (CCNA), Juniper Networks Certified Associate (JNCIA-Junos), or equivalent certification.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Work independently and be a motivated self-starter.
2. Exhibit strong social skills. Excellence in customer service ability.
3. Effectively troubleshoot, problem-solve and be a critical thinker.
4. Accomplish a variety of projects simultaneously within established deadlines.

5. Work and communicate with a wide variety of people at all organizational levels in an effective, positive, and professional manner.

PHYSICAL DEMANDS:

1. Lift/carry up to 55 pounds occasionally (less than 33% of the time).
2. Lift/carry up to 25 pounds frequently (34 – 66% of the time).
3. Push or pull a maximum force of 25 pounds.

WORK ENVIRONMENT:

1. All employees must possess a valid Missouri driver's license. Prior to operating a Cooperative-owned vehicle, individual must possess a valid Missouri Class E driver's license.
2. All employees are required to reside within a thirty-five (35) mile radius from Cooperative Headquarters located at 803 South Ellen Street Dixon, MO.
3. All potential candidates are subject to a criminal background check prior to employment.
4. Random drug and alcohol testing is required of all employees.
5. Position will require occasional overnight travel for training or meetings and travel to remote locations within the service area.
6. All employees must maintain and demonstrate a high regard and respect for the organization's equipment, as well as personal safety and the safety of others.