

OKEFENOKE RURAL ELECTRIC MEMBERSHIP CORPORATION
NAHUNTA, GA

JOB DESCRIPTION
GIS/AMS/IT Technician

I. OBJECTIVES

- (a) To assist in the maintenance of the cooperative's Geographical Information System (GIS) to ensure that the electrical system model, the associated database and connectivity, and contents of the geographical background are accurate and current.
- (b) To assist in the maintenance and/or development of the cooperative's Communication and SCADA systems.
- (c) To develop and provide support and/or training for the cooperative's GIS related Asset Management Systems (AMS).
- (d) To provide support and/or training for general Helpdesk inquiries.

II. REPORTING RELATIONSHIPS:

- a) Reports to: Manager of Information Technology
- b) Directs: Personnel as assigned

III. RESPONSIBILITIES AND AUTHORITIES

- a) Updates and makes corrections to GIS data to reflect any changes made to the electrical system relating to new construction, line conversions, maintenance programs, switching operations, phase changes, etc., to insure an accurate and current representation of the electrical system.
- b) Performs all work required of the GIS area to ensure that information relating to the service and work order processes are properly entered into the GIS, accounting and information systems.
- c) Imports and exports data to and from GIS to facilitate the sharing of information with county governments, cities and towns, developers, police departments, fire departments, and other utilities as needed.
- d) Performs field inspections on overhead and underground lines and equipment to verify the accuracy of GIS data, updates the system accordingly, and reports discrepancies or hazardous conditions as needed to the appropriate personnel.
- e) Operates Global Positioning System (GPS) equipment in-field to attach real-world coordinates to the associated location in GIS; Imports this data and makes adjustments as needed.
- f) Performs maintenance on remote communications equipment and works with various vendors to resolve communication issues pertaining to but not exclusive to SCADA, internal and two-way communications.
- g) Aids in the development of, supports specific inquiries and helps or generates various GIS related asset management system reports as required.

- h) Develops and implements training and support plans for various GIS related asset management systems as required.
- i) Provides timely response to general helpdesk inquiries.
- j) Performs other duties as assigned.

IV. RELATIONSHIPS

Demonstrates empathy and responsiveness to internal and external customer needs by being timely, delegating if necessary, and following through on customer satisfaction. This position requires a demonstrated commitment and skill in relating to customers

A. Internal

- 1) Customer Service Department – Provides Customer Service with support and training as it pertains to various GIS related asset management systems and responds to general helpdesk inquiries regarding but not exclusive to PC's, VoIP phones, LAN, WAN, Two-Way radios and cellular devices including phones and tablets.
- 2) Operations Department - Works closely with members of the Operations Department gathering data for GIS and provides input and training for GIS related asset management systems. Provides field checks as requested.
- 3) Engineering Department - Works closely with members of the Engineering Department gathering data for GIS and provides input and training for various GIS related asset management systems as well as aids in the development of the cooperative's SCADA and Fiber systems/projects as necessary. Provides field checks as requested.

B. External

- 1) Members - To courteously answer member inquiries and if unable to do so, to direct them to the appropriate person, to make every effort to gain their increased understanding and acceptance of the Cooperative's plans, programs and policies.
- 2) State, County, and City Governments - To exchange facility and geographical data as needed with the related departments.
- 3) Computer and Software Vendors – To correspond with as needed to resolve problems and gain assistance on systems relating to areas of responsibility.

JOB QUALIFICATIONS

By virtue of education, experience, knowledge, ability, skill or personal attributes, applicants for this position (GIS/AMS/IT Technician) should meet the following requirements.

V. EDUCATION

High School Diploma or equivalency required. Bachelors of Science in Computer Science or an Information Technology field is desired. A combination of education and experience providing equivalent knowledge will be considered.

VI. EXPERIENCE

- 1) Three (3) years experience in mapping of electrical distribution lines or experience with software directly related to the use of a GIS system to produce related system maps or working with various software directly related to GIS is desired.
- 2) Experience with PC related hardware and software is required.

VII. ATTITUDE:

Must present a positive attitude towards the goals and missions of OREMC. Must be interested in the Cooperative's programs and objectives. Must be willing to continue to improve skills and knowledge through training and experience.

VIII. WORKING CONDITIONS

Job will consist of inside and outside duties. Some overtime may be required. Subject to irregular hours during emergencies. Some travel outside service area for training may be required.

REQUIREMENTS OF JOB

The physical requirements of this position are as follows:

- Lifting, Pushing & Pulling
 - Up to 10 lbs is required frequently
 - From 10 lbs to 50 lbs is required occasionally
 - Over 50 lbs is required occasionally
- It is also required that the following is performed on a frequent basis:
 - Bending at the waist, gripping tools or objects, stretching or reaching, kneeling, standing, sitting, walking, crouching, twisting (rotating body while in a sitting position), twisting (rotating body while in a standing position), grasping or gripping (to grasp with thumb in opposition to fingers or palm, ex. Grasping a hammer, a jar, tool or product), working out of doors, working in temperature extremes: (Hot 90 degrees or above – Cold 32 degrees or below), working in a dusty environment, driving an automobile, and working alone
- It is further required that the following is performed on an occasional basis:
 - Crawling, climbing, working as heights (ex. Off a ladder or movable platform etc.)

The mental demands of this job are as follows: (Classifications are: Very Limited, Limited, Intermediate, Considerable, Substantial, Very Substantial)

- Decision Making
 - Substantial (e.g., decisions such as those made in troubleshooting efforts which effect productivity and hamper time management efforts)
- Reasoning in Problem Solving
 - Substantial (e.g., use of logic or scientific thinking to define problems, collect information, establish facts and draw valid conclusions.)