



JOB DESCRIPTION

Position Title:	IT Technician
Department:	Engineering
Reports To:	Engineering Manager
Supervises:	Vendors & Contractors
FLSA Status:	Non-Exempt
Last Revised/Approved:	1/17/2025

Position Summary:

The IT Technician is responsible for working on KWD's day-to-day information and operational technology needs as well as supporting other staff with more complex projects, setting goals for technology systems, and establishing expectations on how technology is to be used. The IT Technician will work with and/or oversee technology contractors and train employees in how to use these systems.

Essential Duties and Responsibilities:

1. Performs day-to-day IT support and assists with tasks and larger technology systems projects related to:
 - a. Finance management and billing.
 - b. Meter Reading.
 - c. Microsoft Office 365.
 - d. Voice Over Internet Protocol (VOIP) telephones.
 - e. Computers and mobile devices.
 - f. Networking.
 - g. Cybersecurity.
 - h. Security (cameras, motion sensors, etc.).
 - i. Website maintenance.
 - j. Supervisory Control and Data Acquisition (SCADA).
 - k. Geographical Information System (GIS).
 - l. App development platform.
2. Trains staff on KWD technology systems to enable them to utilize technology in their daily work.
3. Assists in the development and implementation of technology policies and procedures.
4. Works with vendors and contractors on KWD technology system needs. Assists with developing and managing agreements with vendors and contractors. Ensures vendors and contractors are providing quality services.
5. Provides technology support services to departments as needed for the purpose of maintaining efficient and effective technology systems.
6. Works with the Engineering Manager to develop a technology budget and evaluate the effectiveness of technology systems across multiple departments.
7. Identifies technology training needs and improvements.
8. Identifies cybersecurity risks and reduce risks with strategic solutions.
9. The position will work with the Engineering Manager to ensure technology solutions are being utilized as intended.

Non-Essential Duties and Responsibilities:

1. Perform other tasks as assigned.

General Expectations

1. Be committed to and act consistent with the KWD Mission, Vision and Values.
2. Provide the highest level of customer service possible.

3. Follow established policies and procedures and comply with all safety requirements.
4. Communicate in an open, respectful, and honest manner with everyone, inside and outside the organization.
5. Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
6. Attend team and staff meetings as scheduled. Contribute to a positive, team-oriented work environment.
7. Be punctual for scheduled work and use time appropriately.
8. Perform required amount of work in a timely fashion with a minimum of errors.
9. Be neat and maintain personal appearance and hygiene as appropriate to the position.
10. Adhere strictly to confidentiality of customer, co-worker, and internal business information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak or listen, stand and walk (most of the time), bend, stoop, crouch, twist, climb, and reach overhead and forward with hands and arms. Some prolonged periods of sitting and using computer keyboard and mouse. Must be able to lift and carry up to 25 pounds. Required to employ safety-related personal protective equipment. Hand and finger dexterity, motor control and eye/hand coordination is needed. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily inside buildings with some exposure to high noise and vibration levels, and potential exposure to chemical and physical hazards. May work extended hours or modified schedules when needed. Periodic travel to visit KWD sites and projects and various industry activities. Must be able to meet safety regulations including use of appropriate personal protective equipment in all KWD work environments.

Qualifications Needed for Position:

Experience and Skill Requirements: The following experience and skills are considered essential:

- Two or more years of experience working with information technology systems is preferred.
- Ability to interact with supervisors, employees, customers, state and municipal officials, regulators, contractors, vendors, and others, as necessary.
- Ability to work independently and with a team.
- Advanced computer skills including working with Microsoft Office products, programming, networking, and working with databases.
- Strong written and oral communication skills.
- Experience developing short and long-range plans, establish priorities, organize work, and multi-task.

Education and Licensing Requirements: The following education and licensing requirements are considered essential:

- Education - A minimum of an associate's degree in information technology or related technical fields including engineering, computer science, etc. from an accredited college/university.
- Valid Maine driver's license.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**** All requirements and skills are considered to be essential, unless otherwise indicated. ****

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date