

Vermont Public Power Supply Authority

Job Description

Position Title:	Information Systems Analyst	Department:	Technology & Security Services
Reports To:	Manager of Technology & Security Services	Date:	January 19, 2024

GENERAL SUMMARY:

Under direction of the Manager of Technology and Security Services, the Information System Analyst is responsible for installing, administering, and supporting information systems technology in order to enhance and maintain services and business productivity.

ESSENTIAL JOB FUNCTIONS:

- Provide oversight and maintenance of Authority and Member computer environment(s).
- Provide relevant support on operating systems, computer software, and Internet applications to staff and to member systems.
- Troubleshoot and resolve desktop software and hardware issues as required for member systems.
- Perform system operations tasks such as backups, disk usage.
- Support the Authority's web site including interaction with third-party web design and hosting contractors in a backup role.
- Advise the Manager of Technology & Security Services and General Manager regarding current and anticipated information technology advancements, and the opportunities and issues presented to the Authority and its member systems thereby.
- Provide support to the Manager of Technology & Security Services and Authority staff relative to electric cybersecurity issues as appropriate.
- Perform administrative support for Authority staff as required.
- Support operations of the Authority's and Members' business networks.

- Facilitate the processes to build and deploy devices while maintaining accurate hardware/software inventory (i.e. servers, iPhones, laptops, tablets, network, VMs, etc.)
- Assist in defining and implementing standards and operational procedures.
- Create and provide user training, education and documentation as necessary.
- Stay current on Information Technology and assist in the selection of new technologies.
- Performs other related duties as required.

PREPARATION, KNOWLEDGE, SKILLS, & ABILITIES:

Duties require specialized knowledge of computer technology applications, support, and training equivalent to completion of two years of college and/or three to five years of progressively responsible related experience with specialized training in computer technology.

Ability to work independently, handle multiple tasks, and meet project deadlines.

Ability to communicate effectively both verbally and in writing; to establish positive relations within the entire organization, and to interact effectively with a wide variety of people.

Desired skills include: Microsoft 365 administration experience, strong knowledge of Windows OS and Microsoft Office applications, knowledge of networking, WiFi, Firewalls, electric utility or metering, hybrid AD environments, PHI and regulatory obligations, SonicWALL, SQL query knowledge

SUPERVISORY RESPONSIBILITY:

None.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Normal office environment, not subject to extremes in temperature, noise, odors, etc.

Regularly uses computer keyboards requiring eye-hand coordination and finger dexterity.

May require physical exertion, requiring ability to lift, carry, and position computer equipment utilizing proper body mechanics and techniques.

Position entails in-state travel to member systems and other places, as well as occasional out of state travel for training and other purposes as well as remote work (including from home).

More than half of time spent in normal office setting.

POSITION CLASSIFICATION:

This position qualifies for *Exempt* status as described in the FLSA's Professional or Administrative Exemptions.

The above statements are intended to describe the general 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.

***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.**

Please send resume and salary requirements to:

Vermont Public Power Supply Authority
Attn: Amy Parah
PO Box 126
Waterbury Ctr., Vermont 05677

Or email aparah@vppsa.com with the subject Information Systems Analyst