



Job Classification: IT Support Specialist

Immediate Supervisor: CEO

Job Summary:

The purpose of this classification is to perform administrative and technical support work functions associated with the District's accounting department, natural gas operations, and propane operations.

Responsibilities:

1. Install and maintain the District's internal networking software and hardware (i.e. Cisco Firewall Appliances).
2. Install and maintain the District's telecommunication systems (i.e. Nortel Phone Systems, PBX, etc).
3. Install and maintain the District's data servers (Microsoft Server Virtual Host, Virtual Machines, etc.).
4. Install and maintain the District's computer terminals.
5. Manage and support the District's cellular communication plans/devices.
6. Manage the District's email services (G Suite Business)
7. Manage and maintain the District's website(s), webservice(s) and social media services (websites, pay online, Facebook, etc.)
8. Technical support for all of the electronic hardware and software, including minor repairs to hardware, software and peripheral equipment, following design or installation specifications.
9. Confer with staff, users and management to establish requirements for new systems or modifications.
10. Refer major hardware or software problems or defective products to vendors or technicians for service.
11. Assist in computer training for all employees.
12. Performs other related duties as required.

Qualifications:

1. Strong computer system skills.
2. Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.
3. Knowledge of circuit boards, processors, chips, electronic equipment and computer hardware and software, including applications and programming.



4. Maintain current Alabama driver's license.

Experience, Training, Education:

1. Two (2) years of experience and/or related education in computer systems operations, troubleshooting and/or technical support.
2. High school diploma or GED required

Physical Characteristics:

1. Ability to perform the necessary field work as well as routine office procedures.
2. Ability to see well enough to read fine print and prepare written reports.

Other Characteristics:

1. Willing to work long hours.
2. Willing to attend and participate in training programs.
3. Willing to attend meetings and other activities after work hours.

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