



# Page Utility Enterprises

electric and water services for the people . . . by the people



640 Haul Rd., \* P.O. Box 1955 \* Page, Arizona 86040  
Fax: (928) 645-5322 Phone: (928) 6452419



## IT Specialist

### Description:

- Provides PC desktop support & technical assistance to enterprise users. Installs network & end user software & hardware. Implements hardware & software updates. Interfaces with other departments, vendors or consultants to resolve problems. Responsibility for all PC/LAN related software & hardware. Advises Management of all PC related matters, trends & policies.
- Provides support for Water & Electric SCADA systems, including software, computer hardware, & RF network hardware.
- Provides support for Electric & Water Metering network.

### Essential Responsibilities:

- Provide day-to-day support for employees' desktop computing issues.
- Install & support enterprise-wide applications such Windows 7, 10, 2013 & upgrades, as well as departmental business applications.
- Work with the Engineering Department to support business applications & deployments such as TROPOS Wireless communications, Metering, & SCADA devices.
- Perform hardware replacements as equipment becomes defective or obsolete.
- The ability to work with various vendors to support and improve on existing network & PC equipment.
- Install, configure, test, maintain, monitor, & troubleshoot end-user workstations & related hardware & software.
- Installs & maintain network equipment/upgrades.
- Maintain & assist users using MS Outlook & Google mail & G-Suite services.
- Install, repair and maintain Ethernet and fiber cables.
- Install, repair and maintains Utility's network equipment.
- Ability to troubleshoot network problems.
- Responds to on-call assignments for emergency repairs or other IT problems.
- Supports & maintain video surveillance systems, servers, & cameras.
- Ensure efficient operation of the company's desktop computing environment.
- Provides telephone, in-person & remote support to end-users.
- Ensures flexible response to workloads of varying intensity & nature.
- Keeps abreast of rapidly changing technologies.
- Ensures work output which meets professional standards of quality.
- Provides second level technical, advisory support & troubleshooting of PC based applications to PC users.
- Participate in the development of network standards & operational procedures.
- Maintains data backup & recovery.
- Provide ongoing maintenance of existing network infrastructure.
- Performs related duties as required & assigned.

### Required Skills & Experience:

- Ability to treat all matters within the Utility for all departments with extreme confidentiality.
- Ability to establish & maintain effective professional working relationships with employees, vendors, city agents & citizens.
- The successful candidate will come with exposure to a wide variety of hardware, software & operating systems including excellent working knowledge of Windows 7 & 10.
- Good server knowledge (Server 2008, 2012, 2012R2, 2016 & Active Directory).

- Knowledge of telecommunications and VOIP.
- Strong knowledge of TCP/IP, DHCP, & DNS.
- Strong Experience with Microsoft Office applications (Word, Excel, Outlook)
- Strong Verbal & written communications skills.
- The ideal candidate will have 3+ years of technology experience.
- Excellent communication skills & a pleasant phone demeanor are required.
- Familiar with SCADA systems & RF Network Hardware.
- Desired Certifications: CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Server +, MCSA & MCSE, Cisco CCENT/CCNA.

**Education & Experience:**

- High School Diploma or GED; &
- Two (2) years of increasingly responsible computer hardware, software support experience including installation & maintenance of networks, PC's, Servers, & Microsoft operating systems & office suites;
- Any training supplemented by documentation for computer hardware, software, & network courses, plus applicable experience which provides the required knowledge, skills & abilities specific to the Utility's needs; or any equivalent combination of education, experience & training to demonstrate the ability to perform the duties of this position will be considered.

**Licenses**

- Must maintain a valid Arizona driver's license.

**Special Requirements:**

- Must successfully pass a pre-employment drug screen & background investigation.
- Must have a telephone.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee must exert up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. The following physical abilities are required: feeling, fingering, grasping, handling, hearing, lifting, mental acuity, reaching, speaking, talking, visual acuity, & walking.

**SELECTION GUIDELINES**

Formal application, rating of education and experience, oral interview and reference check, successful completion of pre-employment drug screening.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

All original appointments shall be tentative and subject to a six (6) month probationary period.

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Qualified applicants may submit resume & application to General Manager, P.O. Box 1955, 640 Haul Rd., Page, AZ 86040-1955. Position is open until filled. PUE is an EOE & drug free workplace.