

POSITION PROFILE	
POSITION: Information Services Associate	DEPARTMENT: Information Services
CUSTOMARY WORK HOURS: 8:00 a.m. to 5:00 p.m. - at times may be required to work split shifts; evening and night tours; scheduled and unscheduled overtime	
CUSTOMARY WORK DAYS: Monday – Friday; at times may include weekends; holidays and dispatch to remote sites and exchanges	
SALARY GRADE: Staff Support NE Schedule I.B	STATUS: Non exempt
REPORTS TO: Information Services Administrator	

POSITION SUMMARY

The Information Services Associate is accountable for all aspects of customer billing, including, but not limited to loading, processing and tracking of billing tapes to the actual printing, inserting and mailing monthly customer billing statements. Also responsible for providing, or assisting other IS personnel with, the installation and maintenance of PC and LAN hardware and software, peripherals, and providing computer and software technical support for Company users. Access and exposure to highly sensitive documents, material and conversations requires strict confidentiality on the part of the Information Services Associate.

PRINCIPAL ACCOUNTABILITIES

- Load, process and track all files necessary to produce an accurate & timely customer billing statement.
- Initiate and complete the processing necessary to schedule and track the successful completion of the system backups.
- Perform level 1 & 2 technical support for computer systems users. Perform basic and intermediate trouble shooting and diagnostic procedures on end user computers. Interface with vendor service and support infrastructure as directed.
- Participate in the monthly after hour’s maintenance schedule.
- Provide software technical support for Company users.
- Maintain accurate records of hardware inventory and assignments.
- Requisition and expense report submission for the department.
- Provide technical and user support on peripheral equipment including printers, copies, and scanners.
- Install and maintain PC and LAN hardware and software as assigned.
- Build and deploy routine software updates using Software Distribution system as assigned.
- Maintain accurate records of the Companies equipment assets managed by IS.
- Maintain accurate records of software licensing and maintain software license renewals.
- Proactive involvement in the Company’s Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing assigned duties
- Ensure monthly customer billing is processed accurately and according to schedule.
- Ensure periodic departmental reports are processed and distributed according to schedule.
- Assist other department personnel in formulating and generating required reports, analysis and documents as necessary.
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations

- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls won strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time

- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction) and also have color vision to differentiate wiring
- Must be able to sit for prolonged periods of time
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position
- Must be able to perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties
- Must be able to lift 70lb. maximum with frequent lifting and/or carrying objects weighting up to 25lb.
- Must be able to work on ladders.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- 2 year college or vocational degree in Information Services/Data Processing/related field or equivalent in technical experience.

TECHNICAL REQUIREMENTS

- Working knowledge of computer hardware and software including operating systems. This includes knowledge of PC & Server hardware installation and maintenance.
- Working knowledge of at least computer operating systems, including but not limited to Microsoft Windows.
- Working knowledge of various applications, including but not limited to M365, Teams, Office, and Veeam, Active Directory, and iVUE.
- Copper & Fiber cable termination, routing, and dressing.
- Coursework towards Industry accepted certifications desirable. (ITIL 3 or 4, MCP, iVUE, Security +)
- Working knowledge of automated mailing equipment desirable.
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- Minimum 2 years diverse experience in Information Technology/Data Processing including workstation installation and maintenance, Completion of technical training desirable.
- Telephony experience desired, preferably in the Information Services/Data Processing field.
- 2 years of Microsoft desktop administration.

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

APPROVALS	
DEPARTMENT MANAGER:	DATE:
HUMAN RESOURCES MANAGER:	DATE:
GENERAL MANAGER:	DATE: