

# CEEUS JOB DESCRIPTION

## Information Technology Support Tech

### Company Overview

Cooperative Electric Energy Utility Supply (CEEUS) is an established and successful wholesale distributor experiencing dynamic growth. Our role in the supply chain is to coordinate the flow of materials and equipment from manufacturers to the electric power companies who serve underserved communities.

Operations are centrally located in West Columbia, South Carolina, allowing us to conveniently serve our member-owners, the Electric Cooperatives of South Carolina, as well as, municipals and investor-owned utilities. We proudly offer next day delivery to our South Carolina customers via our fleet of trucks or common carrier. In order to best serve our customers, CEEUS offers a tool repair service, lineman PPE testing, as well as emerging technologies such as broadband fiber optics and electric vehicle charging.

**We supply the needs of those who power our world.**





## JOB DESCRIPTION

Information Technology  
Support Tech

### **ORGANIZATIONAL RELATIONSHIPS**

**Department** | Business Systems

**Reports To** | Manager of Information Systems

### **PURPOSE**

As our company and our place as an equipment distributor in the Electric Utility industry continues to grow, so does our need for leveraging technological innovation. This is necessary in order to make each and every department more efficient and every process more sustainable while still maintaining agility in an ever-changing environment.

### **NATURE AND SCOPE**

Since technology itself is always changing and evolving at a staggering pace, we are consistently finding new ways to leverage emerging and existing technology to make CEEUS stand out in our field. This gives us a competitive advantage in what we have to offer our customers, so maintaining a foundational Information Technology infrastructure is a key component in fostering sustainable business practices

### **Qualities | The Information Technology Support Tech we are looking for will be:**

- Service-based mentality: Excited to be part of a growing organization, and willing to jump in to solve any problems that arise.
- Hungry learner: Continually self-educating. Sees each interaction as an opportunity to learn something valuable. Reads books/takes courses.
- End User focused: Humble/professional, supportive attitude, dependable and responsive.
- Team thinking: Makes decisions in support of team goals.

### **Job Responsibilities**

- Build relationships with all employees, customers, channel partners, and vendor representatives that interact with CEEUS Information Systems.
- Support and maintain end user-related hardware, including but not limited to PC's, mobile devices, VoIP phones, and printers.
- Become proficient in and support business software systems, including but not limited to ERP software, Windows OS, and the Microsoft Office suite.
- Gain comprehensive knowledge of our business operations to evaluate and assess performance improvement opportunities.
- Create process and procedure documentation with acceptable levels of detail to benefit the business within a ticket-based helpdesk suite.

**Working Location and Conditions**

- Normal office and warehouse environment, one location
- Standard working hours of 8:00 AM to 5:00 PM, Monday through Friday with 1 hour for lunch
- Subject to be on call as required and work additional hours during peak periods
- Will require travel up to 25% of the working days per year

## **EDUCATION, KNOWLEDGE AND EXPERIENCE**

<b>Required Qualifications</b>		<b>Preferred Qualifications</b>
<b>Education Level</b>	Associate's Degree	Bachelor's Degree
<b>Education Details</b>	Information and Technology	
<b>Work Experience</b>		Familiarity with SMB network architecture
<b>Work Details</b>	<p>Must be tactful, possess excellent interpersonal skills, have the ability to accommodate and engage diverse personalities, and be capable of conveying a positive and professional image while strengthening relationships with internal and external customers. Must be adept at learning and training others on new software tools.</p> <p>Must display effective written and oral communication skills for meetings with vendors, customers, management or employees; be able to write legibly as well as read and comprehend material. Must have proficient typing skills.</p> <p>Must have the ability to manage multiple projects at one time.</p>	Experience supporting cross-functional teams that include technical and non- technical aptitudes
<b>Licenses &amp; Certifications</b>		Comptia A+