



## Internal/External Job Posting

<b>Job Title:</b> Information Systems Technician	<b>Posting Time Frame:</b> May 26, 2026 - until filled
<b>Reports To:</b> Chief Information Officer	

The following position will be posted internally and externally until it is filled. If you are interested or have questions, please contact Carol Macy at 307-365-6065. Applications and Resumes must be submitted through our website at [www.highwest.coop](http://www.highwest.coop). This position is based in Pine Bluffs, WY.

### POSITION SUMMARY:

The Information Systems Technician delivers frontline support for the Cooperative's technology systems, including devices, infrastructure, and related services. This role resolves technical issues, supports system deployment and maintenance, and helps ensure reliable and secure technology operations.

### ESSENTIAL DUTIES AND TASKS:

1. Exude our core values: Friendly, Innovative, Integrity, and Hardworking.
2. Communicates High West Energy's mission, goals, and strategies while serving the cooperative.
3. Exhibits excellent customer service externally with members/customers and internally with High West Energy employees (cooperation, timely paperwork, etc.)
4. Respond to service requests and incidents in a timely and professional manner.
5. Assist users with basic application support, and system access issues.
6. Configure, deploy, maintain, support, and replace desktop computers, laptops, and related peripherals.
7. Install operating systems and software within the organization, using an approved software image and procedure.
8. Perform workstation moves, additions, and changes as needed.
9. Configure, deploy, and support hardware, software, cellular plans, and connectivity issues with organization-owned tablets.
10. Coordinate and manage employee cellular service plans, upgrades, replacements, and carrier communications.
11. Configure, deploy, monitor, support, and replace surveillance cameras and camera systems at all Cooperative facilities.
12. Coordinate with vendors and internal stakeholders on camera installations, upgrades, and support needs.
13. Track device assignments, replacements, and lifecycle status.
14. Assist with equipment surplus, disposal, or reassignment following Cooperative policies.
15. Set up, operate, and support audio and video equipment for meetings, including conference rooms, training sessions, virtual meetings, and organization events.
16. Troubleshoot audio/visual issues before and during meetings to ensure reliable operation.
17. Respond to internal support tickets promptly and communicate clearly regarding their status and resolution.
18. Participate in cross-training with other Information Systems department employees to provide backup coverage and broaden technical knowledge.

19. Follow documented procedures and contribute to keeping technical documentation up to date.
20. Perform all other duties as assigned to support the effective operation of the Information Systems department and the Cooperative.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Administrative Indoor Environment: Employees perform tasks mainly while sitting or standing at a desk or table, but occasionally outdoors, covering the entire building and grounds.

Operational Outdoor Environment: Employees perform both indoor and outdoor tasks. Indoors, work typically involves office tasks, such as sitting or standing at a desk or table. Outdoors, employees may face extreme weather conditions, noise exposure, vibrations, electrical shock risks, emergency climbing, and exposure to machinery and moving parts. This position requires operating a company passenger vehicle and maintaining a valid driver's license.

To maintain a safe working environment, each High West Energy employee shall:

- Adhere to the High West Energy Safety Manual and abide by the rules adopted by the Cooperative and applicable governmental regulations.
- Attend and participate in High West Energy's safety meetings as assigned.
- Comply with all National Electrical Safety Code (NESC), Occupational Safety and Health Administration (OSHA), Department of Transportation (DOT), Public Service Commission (PSC), and Federal Motor Carrier Safety Administration (FMCSA) regulations.
- Take responsibility for their safe work practices and the safety of others.

**PHYSICAL REQUIREMENTS (IF ANY):**

Intermittent standing, stooping, bending, walking, and lifting. Ability to lift 50 pounds unassisted. Lifting objects over 50 pounds assisted may be required. Reasonable accommodations may be made to those who can perform the job's essential duties, as defined under this description's "Essential Duties and Tasks" section.

**SPECIALIZED SKILLS, ABILITIES, AND KNOWLEDGE:**

- Successful performance on pre-employment tests may be required.
- The incumbent must pass required drug and alcohol tests, a physical examination for new hires, and background checks.
- The incumbent must maintain the confidentiality of any information encountered.
- Familiarity with common office productivity software and peripherals.
- Ability to troubleshoot and resolve technical issues in a user-focused manner.
- Strong organizational skills with attention to detail, especially for inventory tracking.
- Ability to communicate clearly and effectively with technical and non-technical users.
- Willingness to learn new technologies and follow established standards and procedures.
- Ability to work independently and as part of a team.
- Ability to plan and implement new technology, both hardware and software, solutions.
- Working knowledge of Windows-based desktop and laptop systems.
- Working knowledge of mobile device platforms (iOS/Android).
- Working knowledge of local area network (LAN) infrastructure.

**MACHINES, TOOLS, AND EQUIPMENT:**

Tools and equipment could include, but are not limited to:

- Electronic devices, essential office equipment, and various hand tools.

**QUALIFICATIONS:**

- High school diploma or GED is required.
- One (1) year of technical education in Information Technology, Computer Science, or a related field, or two years of work experience is required.
- An associate's degree in Information Technology or Computer Science, or previous experience in a technical support, help desk, or IT technician role, is preferred.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.

❖ **The Company reserves the right to revise and alter this job description as needed.**

**We are an Equal Opportunity Employer, Females/Minority/Veterans/Disabled/Sexual Orientation/Gender Identity.**