# SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT

**Position:  Information Technology, Business Systems & Applications Generalist**

**Position Purpose:**
The South Hadley Electric Light Department (SHELD), a municipal utility company with 8,000 electric customers and over a century of service to the people of South Hadley, MA and an Internet Service Provider with over 3,000 customers, is seeking a qualified Information Technology Business Systems & Applications Generalist to plan, develop, implement, and support efficient company technical business systems which adhere to cyber security and state and federal utility regulations and best practices.  The IT, Business Systems Generalist will also maintain critical technology systems ensuring uninterrupted and secure service for all business operations while compiling, examining, classifying, and reporting on data from multiple databases.

**Responsibilities:**
- Provides technical support and analysis of all billing, financial, web site and customer information systems in production at SHELD and Fiberspring.
- Facilitates and supports the smooth operation of all company technology including personal computers, laptops, and any and all business systems used to provide services.
- Ensures systems are always functioning and addresses system failures expeditiously to minimize service interruptions both for internal employees and external customers.
- Proactively improves systems to ensure they are keeping pace with industry best practices while ensuring both internal and external customers have quality systems to conduct business with SHELD and Fiberspring.
- Ensures all company firewalls, servers, workstations, back-ups, patches, and system security needs are performing efficiently and protecting internal and external customer data.
- Creates information technology and business system policies which are compliant with industry best practices and strategic mission.
- Makes timely recommendations for upgrades and system enhancements to ensure all business systems perform at optimal levels.
- Administers, tests, and implements new or upgraded software.
- Supports and maintains billing system functionality and backup to billing operations.
- Makes recommendations to management for improvements and modernization of technology and systems.
- Provides all hardware and software purchases for all technology and business system needs.
- Sets up processes and systems to make working with data more efficient.
- Integrates data from various back-end services and databases.
- Works with spreadsheets and databases to collect, organize, extrapolate, interpret, and report from multiple data systems.
- Responds to and tracks data-related queries.

- Provides support for SHELD copiers and phone systems.
- Serves on-call during emergency restorations, helping as directed.
- Acts as the liaison between the business and the software vendors when implementing new business systems or practices and/or resolving problems.
- Consults and communicates regularly with business unit managers and key personnel to ensure the business needs requiring modification to existing network infrastructure are properly updated and functional.
- Develops and maintains clear documentation of all IT systems and business systems to ensure management has clearly defined integration plans for all network and computing processes.
- Develops and implements technology policies which address required regulatory mandates and protect customer, employee, and company data and systems.
- Ensures all support systems have instructions for use by business owners (mangers and key personnel) in the event of failure or emergency operations.
- Proactively identifies legacy systems which are outdated and/or underperforming and make recommendations to management on improvements.
- Trains business users on any and all upgrades or changes to systems impacting their processes or policies.
- Represents the Department in a courteous and professional manner to customers and vendors.
- Performs all other ancillary assignments or duties as directed by IT Business Systems Manager and General Manager.

**Physical Requirements:** IT Business Systems & Applications Generalist must be able to: see well (naturally or with correction); coordinate the use of eyes and hands or fingers; and lift and carry objects weighing up to 20 pounds.

**Reporting Relationships:** The IT Business Systems & Applications Generalist reports directly to the IT Business Systems Manager and assists administrative personnel as directed.

**Qualifications:**
- Education:  Bachelor's Degree in Computer Science or relevant related experience.
- Related Experience:  Ten years of IT systems support/management experience preferably in the utility industry.
- Licensure: N/A
- Must possess a valid Massachusetts driver's license
- Related Experience: Five plus years of technical support in a network office environment supporting business systems. Utility network systems support preferred but not required. Cyber security experience a plus.
- Must have proven ability to take initiative and solve problems with minimal supervision.
- Must have a proven track record of proactively solving problems and working in a dynamic team environment.

**Job Knowledge/Skills Required:**
- Communication and interpersonal skills;
- Strong mathematical & numeracy skills;
- Strong attention to detail;
- Understanding of computer operating systems;
- See details and recognize errors in numbers, spelling and punctuation in written materials, charts, or tables;
- Personal computer skills (Windows operating environment);
- Skilled user in MS Office (Word, Excel, Access and Outlook);
- Ability to create and maintain accurate records, reports, and files;
- Effective Team Player with the ability to work independently.


SHELD, South Hadley Electric Light Department is an Equal Opportunity Employer conforming to all OSHA safety standards, federal and state regulations. Safety is of the utmost priority for the public and employee. This is a full-time on-site position with excellent benefits including a Massachusetts Public Employee Pension Plan. Qualified candidates can apply for this position by submitting a cover letter and resume to kmendoza@sheld.org , Kim Mendoza at South Hadley Electric Light Department.