



### Job Description

Title: <b>Infrastructure Field Tech I</b>	Department: <b>Systems &amp; Network</b>
Reports to: <b>Manager, Systems &amp; Network</b>	Salary Grade: 70
FLSA Status: <b>Non-Exempt</b>	EEO Code: Professionals
Job Level: <b>Individual Contributor</b>	Version Date: 12/4/2024

## JOB SUMMARY

Supports and assists the Systems & Network Team with maintaining a reliable, secure, and efficient data communication networks for Holy Cross Energy (HCE) by providing prompt response to all field related network issues, conducting preventive performance testing and maintenance, network repair for both LAN & Wireless components and connected technologies. Additional duties include supporting the network administrator when applicable.

<u>Essential Functions</u>	<u>% Time</u>
Supports field network equipment for HCE, utilizing current deployed monitoring systems for network related events. Some of this work will require climbing and tower work.	40%
Provides Tier 1 Infrastructure Support for Network Related Events in HCE main offices, high sites, and datacenters.	20%
Provides Support for HCE’s SCADA & Operations communication infrastructure. (voice & data systems).	20%
Installs & maintains cabling infrastructure (Ethernet, fiber, coax) at all HCE communications sites.	10%
Supports A/V technologies, responds to reported issues with equipment and may include TV, audio, digital signage, screen sharing and conference solutions.	5%
Supports Cyber Security with physical security including access control and video surveillance at all HCE facilities.	5%

### Career Progression

Employee must be able to demonstrate and successfully perform the essential functions of the Infrastructure Field Tech I position prior to advancing to the Infrastructure Field Tech II position.

## QUALIFICATIONS

### Education and Work Experience

High school diploma or equivalent required; Associate’s degree in Computer Science or related field preferred; 2 years or more network infrastructure support required; or an equivalent combination of education, training, and experience.

### Skills

Must be able to read and understand equipment technical documents necessary to maintain related equipment. Must be proficient in MS Office and using all hardware and software	Solid
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selected by HCE. Must have clear and concise written and verbal communication skills. Possess organizational and time management, problem solving and decision-making skills. Must enjoy collaborating with employees, members and contractors to develop effective solutions. Have the ability to handle situations with tact and diplomacy.

**Licenses & Certifications**

Valid Colorado Driver’s License required upon hire. Cisco Network certification, Network+ and/or Security+ certifications preferred upon hire. Tower Climbing Certification required within 180 days of hire.

**PHYSICAL DEMANDS & WORKING CONDITIONS**

<u>Physical Demands</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Standing				X		
Walking				X		
Sitting				X		
Lifting			X			50 Lbs.
Carrying			X			100 Lbs.
Pushing		X				25 Lbs.
Pulling		X				25 Lbs.
Climbing			X			
Balancing			X			
Stooping			X			
Kneeling			X			
Crouching			X			
Crawling			X			
Reaching			X			
Handling			X			
Grasping		X				
Feeling				X		
Talking				X		
Hearing				X		
Repetitive Motions			X			
Eye/Hand/Foot Coordination				X		

<u>Working Conditions</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold			X		
Extreme heat			X		
Humidity	X				
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		

<u>Working Conditions</u>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Atmospheric Conditions		X			
Vibration			X		
Other	X				

<u>Travel Requirement</u>	<i>Percentage</i>
Yes	10%
<u>Telecommuting Eligible</u>	<i>Percentage</i>
Yes	<25%
<u>Subject to Nepotism Policy E-8</u>	Yes

<u>Functional Competency</u>	<i>Level</i>	<i>Competency Description</i>
Analytical Thinking	Mid	Diagnoses issues using a systematic and methodical approach.
Business Impact	Entry	Role has impact on the department.
Collaboration	Mid	Maintains mutually beneficial partnerships with other functions
Communication Skills	Novice	Advanced communication skills involving
Functional Knowledge	Novice	Understands his/her discipline and good conceptualization of processes.
Influence	Novice	Develops respect for ideas & proposals within the department.
Job Impact	Novice	Work team & other connected work teams.
Leadership Skills	Entry	Does not manage employees may mentor and/or train subordinates.
Managing Change	Entry	Implements changes provided by management.
Problem Solving	Novice	Uses common sense to solve routine issues.
Strategic Responsibility	Novice	Contributes to strategy for his/her team.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **SCOPE**

### Freedom to Act

Work is accomplished with limited direction. Determines and develops approach to solutions. Work is evaluated upon completion to ensure objectives have been met.

### Problem Complexity and Problem-Solving Timeframes

Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: The majority of the task typically take 1 to 2 days to resolve.

### People Management

Individual Contributor – does not manage employees.

### Impact

Failure to achieve results or erroneous judgement may require the allocation of additional resources to correct and/or achieve goals.

**Contact with Others**

Contacts are primarily within the department or function with occasional cross-functional interfaces. Some limited external customer contact on routine matters.

**Financial Responsibility**

Financial and Budget Responsibility Shared

**Interpersonal Abilities**

Requires the ability to establish and maintain effective professional relationship with both internal and external contacts.

Leadership: Inspires and motivates others to perform well, includes appropriate employees in planning and decision-making, takes responsibility for employee activities, makes self available to employees, develops employee skills and encourages growth, gives appropriate recognition to others, and continually works to improve work environment and leadership skills.

Core Values: Commits to the safety of all co-workers and general public through education, awareness, training and prevention, treats people with respect, keeps commitments, accepts responsibility for own actions, inspires the trust of others, works with integrity, and upholds organizational Core Values.

Confidentiality: Uses discretion and maintains confidentiality in sensitive and personal matters related to the function.

Organizational Support: Follows policies and procedures, supports Holy Cross goals and values, promotes a harassment-free environment, supports affirmative action, and respects diversity.

Requires prompt and predictable attendance in order to ensure uninterrupted service to internal and external contacts. Occasionally, position may require working outside normal business hours, including evenings, weekends, and holidays.

**The job description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed. Employees may be required to perform other duties as assigned or as required by the need of the business. Holy Cross Energy retains the discretion to add to or change the duties of the position at any time.**

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**Employee Signature**

**Date**

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**Employee Printed Name**