

Pioneer Electric Cooperative, INC.
Job Posting
September 10, 2025

Position: IT Technician

Location: Greenville, AL

Summary: This position is responsible for providing technical support and assistance in the administration of the information systems, phone system, including hardware, software, network, and communications. It assists with upgrading and maintaining the network system, as well as performing hardware/software conversions and installs and maintains equipment. Other duties include troubleshooting related problems, assisting the AMI/SCADA Technician as needed and / or serving as a backup, as well as coordinating solutions with senior management. Serves as an assistant resource for all departments in report development, software training and error troubleshooting. Performs additional tasks in support of the facilities administration as needed or upon request.

Titles Supervised: None

Essential Duties & Responsibilities	% of Time
Computer & Phone Systems Support – Troubleshoots malfunctions and maintains computer network and phone system to include hardware and software. Assists in maintaining computer and phone equipment and making hardware/software installations as needed. Manages and maintains wide-area network of machines and communications while recommending policies on system use and services. Assist with all departments on the use of company mobile devices, including remote access and securing data. Provides branch office locations with technical phone support. Acts as interface to users, giving instruction and troubleshooting. Assists in training personnel in computer usage and procedures. May demonstrate or assist in training staff on the use of new equipment or other systems.	35%
Network Support - Demonstrates the use of entry codes to employees; contacts vendor for repairs as needed. Maintains security of systems, user logins and privileges, backups, logging, and storage of data. Keeps abreast of security issues and regulations relating to the Cooperative.	25%
Internal Computer Support –Assists in conversion to new hardware, software, or related applications. Coordinates with other departments for their data needs, troubleshooting problems with different systems; makes on site visits to Selma District Office as needed to provide technical support and training. Assists in the coordination with all departments the use of computer and printer equipment for monthly reports, billing, and other productions. Coordinates printing, scanning and maintenance needs.	15%
Products and Services - Evaluates and recommends purchases. Stays abreast of changes in computer software systems and coordinates scheduling of updates. Attends meetings, workshops, and seminars to stay abreast of applicable changes, as well as obtaining applicable certifications. Understands and follows software vendor's usage manuals, updates, and other documentation.	10%
AMI/SCADA Services – Serves as a backup to the AMI/SCADA Technician as needed and assists as needed to ensure the efficient operation of the AMI/SCADA services, including routine inspections and scheduled maintenance, supporting the data management group by assisting with equipment failures, performing installations, testing and repair.	10%
Performs Related Services - May make repairs to drive-thru drop box if necessary. Performs minor repairs to building and equipment. Performs additional tasks as assigned or upon request.	5%

Minimum Qualifications:

Education/Experience: High school diploma or equivalent required. Five years of IT systems experience required. Associates degree in CIS, IT, or related field preferred. A+ certification preferred.

Functional Competencies: Technologically skilled, sound judgment, initiative, critical thinking, problem solving, cooperation, collaboration, decision making, verbal and written communication skills, reading and listening skills, analytical, precise,

mathematical skills, time management, attention to detail, comprehension of technical literature, organization & planning, research, mechanical aptitude, dependability, initiative, flexible, customer service oriented, confidentiality awareness, safety awareness.

Special Requirements: Must have at least 10 Mbps of internet service. Willing to work during non-duty hours, overtime, holidays, and weekends in emergency situations. Preferred residency requirement of 35 minutes from the Greenville office. Valid driver's license and ability to operate motor vehicle. Willing to travel overnight intra/interstate to participate in special training programs and classes as required.

To apply, please forward your current resume to resume@pioneerelectric.com with "IT Technician" included in the subject line. Resumes may also be submitted by USPS to: IT Technician, Pioneer Electric Cooperative, PO Box 468, Greenville, AL 36037. Resumes must be received or postmarked no later than October 10, 2025. *Pioneer Electric Cooperative, Inc. is an equal opportunity employer, including veterans and disabled.*

Essential Physical and Mental Requirements				
Physical Demands	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Standing	☐	☒	☐	☐
Walking	☐	☒	☐	☐
Bending	☐	☒	☐	☐
Crouching	☐	☒	☐	☐
Climbing	☐	☐	☒	☐
Pushing/Pulling	☐	☐	☒	☐
Carrying	☐	☐	☒	☐
Lifting/Lowering 1-5 lbs.	☐	☒	☐	☐
6-30 lbs.	☐	☒	☐	☐
31-50 lbs.	☐	☐	☒	☐
> 50 lbs.	☐	☐	☒	☐
Fine Eye/Hand Coordination	☐	☒	☐	☐
Color Discrimination	☐	☒	☐	☐
Hearing Acuity	☐	☒	☐	☐
Mental Demands	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Concentration to detail	☐	☒	☐	☐
Attention span of 1+ hours on a task	☐	☒	☐	☐
Ability to remember multiple tasks	☐	☒	☐	☐
Oral Communication	☐	☒	☐	☐
Written Communication	☐	☒	☐	☐
Stressful situations and deadlines	☐	☐	☒	☐
Working Conditions	Continuous (>70%)	Frequent (40-69%)	Occasional (15-39%)	Rarely (up to 15%)
Exposure to hazardous work conditions	☐	☐	☒	☐
Exposure to extreme heat, cold, temp fluctuation	☐	☐	☐	☒
Exposure to hazardous chemicals	☐	☐	☐	☒
Other:	☐	☐	☐	☐