

POSITION DESCRIPTION

Moon Lake Electric Association, Inc. (“MLEA”)

POSITION TITLE: Information Technology Intern

APPROVED:

DEPARTMENT: Information Technology

General Manager _____

POSITION GRADE: INT1

Department Head _____

DATE REVISED: January 1, 2026

OBJECTIVE

To assist the Information Technology Specialists in maintaining the effective and efficient use of computer systems and software company-wide. This position focuses on entry-level technical assistance, troubleshooting, data management, and operational support across primary duty areas including networking, databases, GIS, and end-user support.

REPORTS TO: Information Technology Manager

SUPERVISES: None

MAJOR DUTY AREAS

This position serves as a support resource, with responsibilities spanning five critical areas:

1. **Network and System Administration, Security, and Backups:** Assisting with basic network tasks, system security support, and monitoring of security devices.
2. **Database Maintenance, Programming, and Reporting:** Assists with database maintenance, data entry, linking information, and unit testing.
3. **Geospatial (GIS) & Drafting:** Assisting with field data entry, map maintenance, and basic computer drafting updates.
4. **Communications and Public Relations Support:** Assisting with content creation, social media management, event administrative support, and editing/publication assistance.
5. **End-User and Mobile Device Support and Training:** Providing direct assistance with troubleshooting, repairs, installation, and training facility setup.

ESSENTIAL JOB FUNCTIONS for this position include:

1. Network and System Administration, Security and Backups

- Assists with basic network tasks, such as IP assignments and wireless LAN configuration.
- Provides support for system security, including monitoring IT security devices like cameras and sensors.
- Assists with antivirus, malware, and intrusion detection/prevention efforts.

2. Database Maintenance, Programming, and Reporting

- Assists with the linking and entry of information common to various company-wide databases.
- Provides support for database maintenance and backup.
- Performs unit testing to validate the accuracy and validity of data integrity and reports.

3. Geospatial (GIS) & Drafting

- Assists with the entry of field data provided from GPS, Work Orders, Service Orders, and inventory into computer databases.
- Assists with the database maintenance of physical facilities and system maps.
- Assists with basic computer drafting updates for system drawings.

4. Communications and Public Relations Support

- Assists with the preparation of regular updates to social media sites, such as “LinkedIn” and “Facebook”.
- Supports the development and dissemination of various Cooperative publications, which may include radio ads, newsletters, brochures, and bill stuffers.
- Assists in the composition of special customer correspondence and provides editing assistance for fellow employees.
- Aids in the preparation and publication of employee and member newsletters.
- Assists the Cooperative’s Webmaster with updating web content to advertise, promote, and educate site visitors, and monitors user comments and site traffic.
- Assists with the planning, coordination, and arrangement of educational, informational, and business meetings.
- Assists with the processing of general inquiries received by the Cooperative and forwards them to the appropriate contact person for resolution.

5. End-User and Mobile Device Support & Training

- Provides direct assistance with company-wide computer support, including troubleshooting, minor repairs, and installation for employees.
- Assists with the setup, maintenance, and training for company devices, such as computers, notebooks, tablets, printers, and handheld technology.
- Assists with setting up and maintaining training facilities, including configuring projectors, computers, and sound equipment.

POSITION CHARACTERISTICS

A. Fair Labor Standards Act Provision

The position of Information Technology Intern is a non-exempt position under the provisions of the Fair Labor Standards Act and is subject to the Cooperative's policies and procedures pertaining to overtime hours and premium pay.

B. Minimum Qualifications

Education / Experience – IT Positions

- **Technical Skills:** Must demonstrate an aptitude for entry-level technical assistance and data management.
- **General Abilities:** Must be capable of learning the effective and efficient use of computer systems and software.

Education / Experience – Communications

- **Communication Skills:** Strong verbal and written communication skills, including the ability to draft, edit, and proofread documents and correspondence.
- **Social Media & Design:** Familiarity with social media platforms (e.g., Facebook, LinkedIn) and an aptitude for learning design software such as **Adobe Illustrator and Photoshop**.

In Addition To

C. Essential Physical and Mental Demands

- **Physical:** Work requires light to moderate physical effort; it may require standing or sitting for extended periods of time for up to two (2) hours, with chances to change position.
- **Mental:** Work is generally varied, and the employee typically has sufficient time to complete most tasks without a feeling of pressure. The position works with both concrete (factual) information and abstract ideas.
- **Working Conditions:** Work is generally performed in an office setting in a controlled environment. The noise level is low, and the work area is not crowded.

