



**Information Technology /
Operational Technology Specialist
Position Description**

Department: IT/OT		Immediate Supervisor: Administration Director	
Pay Group: Field Pay Grade: 9	FLSA Status: Non-Exempt	Last Updated: 3/18/2026	
Positions Supervised: N/A			
Position Summary			
<p>The IT/OT Specialist serves as a technical resource for Elk River Municipal Utilities’ information technology and operational technology systems, supporting the reliable and secure delivery of utility services. This position is responsible for resolving hardware, software, and network issues; supporting end users; maintaining IT assets and documentation; and assisting with technology projects. While this position reports administratively to the Administration Director, day-to-day work priorities and technical direction are provided by the IT/OT Systems & Network Administrator. The IT/OT Specialist works closely with the IT/OT Systems & Network Administrator to ensure technology operations remain reliable, secure, and aligned with the needs of a critical public utility.</p>			

Essential Functions

1. Technical Support & Troubleshooting – Diagnose and resolve hardware, software, and network issues for end users and IT/OT systems; escalate complex problems to the IT/OT Systems & Network Administrator as appropriate; document solutions and maintain accurate service records.
2. End-User Support – Provide responsive and courteous technical assistance to staff; perform software installations, system configurations, account management, and equipment setup and replacement.
3. Systems & Network Maintenance – Assist with monitoring, maintaining, and troubleshooting network infrastructure, servers, endpoints, and identity services; perform patching, updates, and routine lifecycle maintenance tasks.
4. OT & Utility Systems Support – Provide technical support for operational technology platforms including SCADA, AMI, GIS/mapping, and utility communications systems; coordinate with vendors and the IT/OT Systems & Network Administrator on integrations and upgrades.
5. Cybersecurity Support – Assist with implementing cybersecurity controls and procedures; support data protection, backup verification, and incident response activities; help deliver security awareness information to staff.

6. IT Asset Management – Maintain accurate inventory of IT equipment, software licenses, and related assets; coordinate procurement, deployment, and disposition of hardware and peripherals.
7. Documentation & Compliance – Maintain accurate day-to-day records including service tickets, SOPs, knowledge base articles, and equipment logs; ensure access controls and software licensing are consistently tracked and auditable; escalate documentation gaps or compliance concerns to the IT/OT Systems & Network Administrator.
8. Project Support – Assist with IT/OT projects including system deployments, upgrades, and process improvements; collaborate with team members and external vendors; document progress and outcomes.
9. Provide City IT services as needed.
10. Other Duties – Perform other duties as assigned; maintain regular and dependable attendance; adhere to organizational policies and procedures; participate in safety and professional development training; collaborate with other departments as needed.

Required Knowledge, Skills, and Abilities

- Knowledge of computer hardware, software, and peripheral devices, including installation, configuration, and basic repair.
- Knowledge of operating systems, (Android, iOS, M365, Windows, Mac, etc.) and Active Directory.
- Working knowledge of networking concepts including TCP/IP, DNS, DHCP, and VLANs.
- Familiarity with operational technology environments and the distinctions between IT and OT systems, including awareness of security and availability considerations unique to industrial control and utility systems.
- Ability to troubleshoot, research, and resolve technical issues independently and systematically.
- Strong written and verbal communication skills, including the ability to explain technical concepts to non-technical users.
- Ability to manage multiple tasks, prioritize work, and meet deadlines in a dynamic environment.
- Ability to maintain confidentiality of sensitive information.
- Ability to exercise initiative, discretion, and independent judgment.
- Ability to work effectively both collaboratively and independently.
- Ability to perform physical work including sitting, standing, stooping, walking, crawling, and climbing.
- Ability to work approximately 20% of the time in the field and 80% in an office setting.
- Ability to drive assigned vehicles and infrequently lift up to 50 lbs.

Minimum Qualifications

- Possess and maintain a valid Minnesota driver's license.

- Associate's degree in information technology, computer science, or a related field; or equivalent work experience.
- Two or more years of experience in IT support, helpdesk, or systems administration, or equivalent experience.

Preferred Qualifications

- Bachelor's degree in information technology, computer science, or a related field
- Experience supporting operational technology platforms (SCADA, AMI, GIS, or similar utility systems).
- Experience with MDM and M365 operating systems
- Familiarity with ticketing systems and ITSM documentation practices.
- Relevant certifications such as CompTIA A+, Network+, Security+, or Microsoft certifications; OT-focused credentials such as GICSP or ISA/IEC 62443 are a plus.
- Experience in a utility, municipal, or critical infrastructure environment.
- Awareness of utility industry regulatory frameworks such as NIST CSF or similar cybersecurity and compliance standards applicable to critical infrastructure.

This Position Description is not intended to be all-inclusive. It is within Elk River Municipal Utilities' discretion to assign additional duties and responsibilities or remove duties and responsibilities at any time.

This Position Description does not constitute a Contract of Employment.