



## **Information Technology (IT) Specialist Beartooth Electric Cooperative, Inc. Red Lodge, Montana**

Beartooth Electric Cooperative (BEC) is seeking a hands-on IT Specialist to support the cooperative's day-to-day technology needs. This position is responsible for maintaining and troubleshooting critical systems including NISC Customer Information System (CIS), Automated Metering Infrastructure/Aclara (AMI), Geographic Information Systems (GIS), and network/desktop environments.

This role will also support the cooperative's cybersecurity program, following best practices and guidance from the National Rural Electric Cooperative Association and applicable industry standards.

### **Key Responsibilities**

#### **IT Systems Support**

- Provide day-to-day support for all IT systems including desktops, laptops, printers, iPads, and mobile devices
- Troubleshoot hardware, software, and connectivity issues across the organization
- Assist with system updates, patches, and upgrades

#### **NISC & Utility Systems**

- Support and troubleshoot NISC Enterprise System and related modules.
- Assist with data integrity and reporting within NISC
- Support integration between NISC Enterprise system and Aclara System
- Work with vendors and internal staff to resolve system issues

#### **AMI & GIS Support**

- Assist with operation and troubleshooting of AMI systems, including meter communication issues
- Support GIS users with mapping updates and data accuracy
- Help maintain system connectivity between field devices and back-office systems

#### **Cybersecurity (Support Role)**

- Assist in implementing cybersecurity practices based on NRECA and industry guidance
- Monitor systems for basic security alerts and vulnerabilities
- Maintain antivirus, patching, and endpoint protection systems
- Support user training and awareness on cybersecurity best practices

#### **Vendor & User Support**

- Coordinate with IT vendors (NISC, Aclara, network vendors) for support and maintenance
- Provide technical assistance and training to cooperative staff
- Document issues, solutions, and system procedures

### **Qualifications**

#### **Required**

- Associate or Bachelor's degree in Information Technology or related field (or equivalent experience)
- 2+ years of hands-on IT support experience preferred
- Experience with Windows environments, networking basics, and hardware troubleshooting
- Strong problem-solving skills and ability to work independently

#### **Preferred**

- Experience with National Information Solutions Cooperative and Aclara software systems
- Familiarity with electric utility systems (AMI, GIS, or SCADA)
- Knowledge of basic cybersecurity practices
- Experience working with vendors and support services

#### **Work Environment**

- Based in Red Lodge, Montana
- Hands-on role supporting office and field operations
- Occasional after-hours support may be required

#### **Compensation & Benefits**

- Competitive salary based on experience
- Benefits package including health insurance, retirement plan, and paid time off

### **About Beartooth Electric Cooperative**

Beartooth Electric Cooperative is a member-owned rural electric cooperative dedicated to providing safe, reliable, and affordable electric service to members in south-central Montana and northern Wyoming.

### **How to Apply**

Please submit your resume, employment application, and cover letter to: Patrick Patterson, PE  
[pat.patterson@beartoothelectric.com](mailto:pat.patterson@beartoothelectric.com)