

JOB DESCRIPTION: Technician, Information Technology (IT)

Department: Information Technology (IT)
Reports To: Department Head, IT

Job Status: Full-Time
FLSA Status: Non-Exempt

Date: May 25, 2021
Job Type: Hourly

POSITION SUMMARY

To provide support for the Information Technology department. First level end user support with a primary focus on computers, printers, software, etc. issues.

ESSENTIAL DUTIES and RESPONSIBILITIES

NOTE: this list is not all encompassing.

Hardware

- Installation, configuration, support, and maintenance of the following hardware devices: printer, copier, fax machine, desktop computer, notebook, tablet, peripherals, etc.
- Periodic preventative maintenance and cleaning on hardware assets.
- Responsible for the proper disposal/recycling methods of company assets related to the IT department.
- Investigation and procurement of hardware equipment.

Software

- Installation, configuration, support, and maintenance of the routine software programs: Microsoft Office (Excel, Outlook, PowerPoint, Access, and Word), Microsoft Visio, Microsoft Windows operating systems, AutoCAD, Solidworks, GD&T (gauge training), Millennium (payroll), iCARaS (Electronic Data Interchange), Syteline (Enterprise Resource Planning), antivirus endpoint solution, and other programs when necessary.
- Administration of any necessary patching/updating of software programs.
- Investigation and procurement of software.

Network

- Installation, configuration, support, and maintenance of the following network aspects: CAT5e/6 cabling and termination, Fiber, and phone cabling and termination.
- Understand the fundamentals of networking: LAN (Local Area Network), WAN (Wide Area Network), and VOIP (voice over IP).
- Administration of the electronic scanning to network share folders from printer/fax/copier/scanners machines.

Phone

- Working knowledge of the phone system and voice-mail system features and functionality.
- Administration of the company-wide phone reference list.

Security

- Creation of the badges and its administration.
- Oversee visitor access and its badge checkout system.
- Oversee the preparation and coordination of travel assets for members.

Documentation

- Maintain the asset inventory for all hardware and software including licensing.
- Responsible for the creation of end user documentation, and department standard works.
- Responsible for the documentation of IT incidents/issues and special situations for future reference.

Training

- Cross-training with the positions within the department is expected for better coverage.
- Internal department and external department training on varying related topics as needed.

Other

- Responsible for supporting presentations as needed.
- Ability to support both OTICS USA locations, Morristown TN and Kodak TN.
- Flexibility to travel if/when needed.
- Ability to assist with contingency planning and the enforcement of its countermeasures as needed.
- Continuous planning and evaluation of software, hardware, and network infrastructure.
- Technical interface with outside vendors.

- Maintain a clean, organized and safe work environment.
- Ability to support as needed for varying projects, either department specific or company-wide.
- Must be able to successfully function within a team environment and be able to adapt to change.
- Support all other departments as directed.
- Performs other related duties as required and assigned.

POSITION QUALIFICATIONS

- Ability and willingness to operate a boom lift or scissor lift. Applicant must not be afraid of heights.
- Applicant cannot be color blind due to the need to terminate cables.
- Willing to stay current with technology and advancements for future implementation.
- Flexibility to work in multi-language environment (including software support).
- Proven ability to work independently, when needed; and manage multiple projects.
- Must be able and willing to work afterhours and weekends when required and necessary.
- Requires excellent verbal and written communication skills, and ability to work effectively with all levels of employees and management.
- Must be a person of integrity due to the scope of the position.

EDUCATION/CERTIFICATES

- Minimum Requirements:
 - High School OR equivalent AND
 - CompTIA A+ certification
- These certifications not required but considered a plus: Google IT, MS MTA, Cisco CCT.

EXPERIENCE

- No work experience required.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

WORK ENVIRONMENT

This position is required to work in a manufacturing facility environment. While performing the duties of this job, the employee could be exposed to work near moving mechanical parts; toxic or caustic chemicals, or the risk of electrical shock. The employee is occasionally exposed to fumes or airborne particulate. The noise level is classified as moderate. OTICS USA is committed to the safety of its employees and provides appropriate training and personal protective equipment (PPE).

PHYSICAL DEMANDS

This position is required to perform many physical aspects (lift, walk, stand, on knees, etc.). OTICS USA, Inc. has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned as deemed appropriate.

RELATABLE JOB TITLES

Computer Support Specialist, Computer User Support Specialist, Technical Support Specialist, IT Associate, Help Desk Technician, PC Technician, Computer Technician, Computer Repair Technician, Personal Computer Technician, Desktop Support Technician, IT Support Technician,