

JOB DESCRIPTION: Systems and Security Specialist, Information Technology (IT)

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

Job Status: Full-Time
FLSA Status: Exempt

Date: May 25, 2021
Pay Type: Salary

POSITION SUMMARY

To provide support for the Information Technology department. Primary focus is on the systems and security aspect of our business. Applicants with a cybersecurity background (degree, certifications, work experience) are desired. Any applicants with EDI and/or ERP experience also is a plus.

ESSENTIAL DUTIES and RESPONSIBILITIES

NOTE: this list is not all encompassing.

Hardware

- Administer and support the firewall and Unified Threat Management systems
- Installation, configuration, support, and maintenance of the servers.
- Administer and support the Network Video Recorder (NVR) solutions as well as the internal and external security cameras.
- Investigation and procurement of hardware equipment.

Software

- Knowledgeable of Microsoft Office suite and Microsoft Visio to provide support to staff.
- Support, configuration, and administration of our EDI (Electronic Data Interchange) solution, Radley iCARaS, including the integration to our ERP solution.
- Support, configuration, and administration of our ERP (Enterprise Resource Planning) solution, Infor Syteline including the integration to our EDI solution.
- Upcoming ERP-related projects: barcode implementation, improved data management and retrieval, PLC (Programmable Logic Controller) programming to interface with production machines, and electronic approvals.
- Support and administration of our VAN (Value Added Network) for the transmission of EDI data to/from our customer.
- Support, configuration, and administration of Lofware and its integration to our EDI solution.
- Investigation and procurement of software.

Security

- Implementation and administration of Windows Server Update Services (WSUS) for controlled patching and updating of hardware, software, operating Systems (OS), etc.
- Administration of the company-wide anti-virus endpoint solution and related applications including spam.
- Support, configuration, and administration of network monitoring solution.
- Ability to limit and restrict Internet access for select members.
- Ability to participate in various security-related audits to ensure proper measures are being followed.
- Investigation and support for any security breaches.
- Implementation and administration of electronic approval solution.
- Implementation and administration of an encryption solution.
- Disaster planning and recovery solutions.

Documentation

- Responsible for the creation of end user documentation, department standard works, and company policies.
- Responsible for the documentation of IT incidents/issues and special situations for future reference.
- Ability to develop and support ERP reports using internal ERP report writer.
- Responsible for the ERP licensing aspect.

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

- 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 to operate a boom lift or scissor lift a plus.
- 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:
 - Associate's degree in computer-related field with a Cybersecurity focus OR
 - CompTIA Security+ certification
- These certifications not required but considered a plus: CompTIA A+, Google IT, MS MTA, Cisco CCT, CompTIA Network+, CompTIA Server+, CompTIA CySA+, Cisco CCNA, Cisco CCNP, MS MCSA, MS MSCE, CISSP, CISM.

EXPERIENCE

- 5+ years' experience in a cybersecurity-related position

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

System Administrator, Database Administrator, Cyber Security Analyst, Cybersecurity Analyst, Information Security Analyst