

JOB DESCRIPTION: Specialist, Information Technology (IT)

Department: Information
Technology (IT)
FLSA Status: Exempt

Job Status: Full-Time
Reports to: Department
Head, IT Department

Date: April 20, 2017

POSITION SUMMARY:

To provide second level (final) support for the Information Technology department. This Specialist position will provide backup support in case Associate level person is out of the office. NOTE: this job description includes the duties and responsibilities for both the Associate and the Specialist.

ESSENTIAL DUTIES and RESPONSIBILITIES:

Hardware

- Installation, configuration, support, and maintenance of the following hardware devices: printer, copier, fax machine, desktop computer, server, travel notebook/tablet, peripherals, etc. NOTE: this list is not all encompassing.
- Investigation and procurement of hardware equipment. Ability to develop summary documents to support the requested purchase.
- Maintain and administer the hardware asset list of all computers.
- Administration of any necessary patching/updating of hardware devices.

Software

- Installation, configuration, support, and maintenance of the following software programs: Microsoft Office (Excel, Outlook, Powerpoint, Access, and Word), Microsoft Visio, Microsoft Windows Operating Systems, Autocad, Solidworks, GD&T (gauge training), Lotus Notes, and Millennium (payroll). NOTE: this list is not all encompassing.
- Configuration, support, maintenance, and administration of the EDI (Electronic Data Interchange), iCARaS, including the VAN (Value Added Network) and Loftware.
- Configuration, support, maintenance, and administration of the ERP (Enterprise Resource Planning), Syteline.
- Responsible for the configuration of the communication between the EDI and ERP systems, including the account setup and security aspects.
- Responsible for the administration of the e-mail server software (Microsoft Exchange).
- Installation, configuration, support, and maintenance for the virtualization of some software applications.
- Investigation and procurement of software. Ability to develop summary documents to support the requested purchase.
- Maintain and administer the software asset list of all software and related licensing.
- Administration of any necessary patching/updating of software programs.

Network

- Installation, configuration, support, and maintenance of the following network aspects: CAT5 cabling and termination, CAT6 cabling and termination, Fiber, and phone cabling and termination. This includes the functionality of the VOIP (voice over IP network) at Kodak TN. NOTE: may oversee outside company.
- Ability to operate a boom lift or scissor lift a plus.
- Investigation and procurement of network equipment. Ability to develop summary documents to support the requested purchase.
- LAN (Local Area Network), WAN (Wide Area Network), SAN (Storage Area Network), and VPN (Virtual Private Network) administration including related equipment and the respective security measures. Ability to support multiple site locations (Morristown TN and occasionally Kodak TN).
- Administration and support of the WiFi network at the Kodak TN facility (Morristown TN in the future).
- Administration and support of the network shares and related group permissions.
- Administration and support of the company master time clock and the bell schedule.

- Administration and support of the company website and Intranet including the enforcement of security protocols.
- Administration and support of the video surveillance and video conference systems (at both Morristown TN and Kodak TN).
- Administration of the electronic scanning to network share folders from printer/fax/copier/scanners machines.
- Administration of any necessary patching/updating of network equipment.

Phone

- Administration of the company cell phones and the digital and analog phones (desktop and cordless).
- Investigation and procurement of phone equipment. Ability to develop summary documents to support the requested purchase.
- Installation, configuration, support, and maintenance of the phone system, voice-mail system, and paging.
- Working knowledge of the phone system and voice-mail system features and functionality.
- Administration of the company-wide phone reference list for both the Morristown TN and Kodak TN facilities.

Security

- Administration and proper functioning of security solutions such as the fire panel, badge creation and security, door security, and their related equipment.
- Ability to participate in various audits to ensure proper security measures are being followed. Support for any security breaches if applicable. Flexibility and ability for disaster recovery is imperative for this position.
- Administration of the company-wide anti-virus and related applications including spam.
- Administration of customer web-based solutions for account creation and permissions.
- Oversee visitor access and its badge checkout system.
- Administer Active Directory to ensure proper security protocols are being enforced. Ability to write and modify scripts as needed.
- Administer and support the firewall and Unified Threat Management systems for both the Morristown TN and Kodak TN facilities.
- Must be able to stay current with technology and advancements for future implementation.
- Knowledge and experience with encryption not mandatory but a plus.

Documentation and Training

- Responsible for end user documentation development and maintenance as well as the training of members.
- Responsible for the documentation of IT incidents and special situations for future reference.
- Responsible for the development and maintenance of IT department Standardized Work.
- Responsible for the development and maintenance of company-wide IT-related policies.
- Report Writer knowledge and experience a plus.
- Internal and external department training on varying related topics as needed.

Other

- Support and participation with the company objectives regarding 5S and Houshin.
- Maintain a clean, organized and safe work environment.
- Technical interface with outside vendors, as needed.
- Knowledge and experience with backup solutions a must (Appassure offsite storage).
- Ability to develop electronic office layouts that are drawn to scale for precise planning.
- Flexibility to travel if/when needed (majority of travel will likely be during business hours). Overnight travel may be needed on occasion.
- Ability to assist with contingency planning and the enforcement of its countermeasures as needed.
- Ability to support as needed for varying projects, either department specific or company-wide.
- Responsible for supporting presentations as needed.
- Support and participation with the company objectives for the ISO 14001 Industry standard, specifically the recycling aspect (paper, plastic, toner, monitors, computers, etc.).
- 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:

- Flexibility to work in multi-language environment (software included).
- Proven ability to work independently, when needed; and manage multiple projects.
- Ability to comprehend complex technical topics and specialized information.
- Ability to complete assigned tasks under stressful situations.
- Specific vision abilities required by this job include close vision and distance vision.
- Must be able to work overtime as required and necessary.
- Requires excellent oral and written communication skills, and ability to work effectively with all levels of employees and management.
- Ability to work independently with minimal supervision.
- Ability to pay attention to the minute details of a project or task.
- Ability to be truthful and be seen as credible in the workplace.
- Ability to recover from, or adjust to, misfortune or setbacks.
- Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.
- Ability to use thinking and reasoning skills to solve a problem.
- Receptive to training and performing functions in multiple areas.
- Ability to calculate figures and amounts using whole numbers and decimals.
- Ability to recognize and define problems, collect data, and develop conclusions.

EDUCATION

Minimum requirement is a Bachelor's degree (in a related field preferred).

EXPERIENCE

Related experience, preferably in the automotive manufacturing industry is preferred. EDI or ERP experience is desirable.

COMPUTER SKILLS

Ability to operate computerized equipment is required. Ability to operate computerized equipment and perform data entry, write/program, and execute scripts. High degree of knowledge and abilities are required. Must possess excellent keyboarding/computer skills and be proficient in Microsoft Excel.

CERTIFICATES & LICENSES

Related field certificates and licenses preferred (such as Security+, Network+, A+).

OTHER REQUIREMENTS

Solid work history and willingness to successfully function in a team environment.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

WORK ENVIRONMENT

This position is required to work in a manufacturing environment facility. While performing the duties of this job, the employee is frequently exposed to work near moving mechanical parts; toxic or caustic chemicals and risk of electrical shock. The employee is occasionally exposed to fumes or airborne particles; extreme heat (non-weather) and vibration. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS

This position is required to perform many physical aspects (lift, walk, stand, be on all fours, 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 by supervisors as deemed appropriate.