



## IT Specialist

Job Title: IT Specialist  
Department: Operations

Reports To: IT Specialist (lead)  
FLSA Status: Hourly (non-exempt)

### Position Summary:

The IT Specialist will work with the lead IT Specialist in supporting and maintaining the internal PC, server, and networking infrastructure of the company (approximately 65%); and work with configuring and supporting control system PCs for the customer, both in-house and remotely (approximately 35%).

### General Duties and Responsibilities:

*The following list of duties and responsibilities is not all inclusive and may be modified to include other duties and responsibilities as management may deem necessary for the benefit of the business.*

#### *Internal Support:*

- Maintain and support approximately 75 Windows desktop and laptop PC systems and their users, both locally and remotely
- Develop and implement a routine preventative maintenance schedule for all IT equipment
- Monitor, maintain and support the server infrastructure of the business, including a SQL server, a physical domain controller, and a 3-node ESXi cluster running the other servers of the environment
- Maintain and support the network infrastructure of the business, including a Cisco ASA, 2 Dell managed switch stacks, and a ShoreTel IP phone infrastructure
- Work with the IT staff in planning and implementing IT infrastructure projects as they arise

#### *Customer Support:*

- Prepare Windows PCs to be shipped to the customer and integrated into their control systems, including installing an OS image, installation and configuration of Repete software and associated support software, and basic network configuration
- Remotely transfer and install Repete and support software on customer PCs onsite
- Support in-house and onsite support technicians with IT related issues during plant start-ups, change-add installations, and general support cases

### General Skills and Abilities:

- Knowledge of Windows 10, 7, and XP installation, configuration, troubleshooting, and support
- Knowledge of servicing and maintaining a Microsoft AD/DS environment

- Knowledge of servicing and maintaining an EXSi cluster, consisting of three (3) server nodes and two (2) SANs
- Knowledge of maintaining and deploying Microsoft Server 2012 and 2008 R2
- General hardware and software familiarity and expertise
- Basic Knowledge of TCP/IP networking concepts and troubleshooting tools
- A general technical aptitude – with the willingness and ability to learn and implement new skills and technologies, and integrate them with legacy technologies
- Ability to effectively manage multiple tasks simultaneously
- Ability to communicate and work well with a variety of individuals from different disciplines with various degrees of technical expertise
- Being a team player – meaning working closely with internal staff and customers, and being flexible to the demands and realities of an international small business

### **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and electronic correspondence.
- Ability to effectively present information and respond to questions, both written and verbal, from groups of managers, customers, vendors, and the general public.

### **Physical Demands / Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or touch objects, tools, or controls; and talk or hear.
- The employee is regularly required to stand, walk, stoop, bend, and reach above shoulders.
- The employee must regularly lift and/or move up to 50 pounds of computer equipment and cable, and occasionally lift and/or move up to 75 pounds of computer equipment and cable.
- The employee is expected to work 8:00 AM to 5:00 PM, Monday through Friday, unless other arrangements are made with management.
- The employee may be occasionally required to work after/before hours and/or weekend/holiday hours if demanded by the nature of the work.
- The employee may be occasionally required to be “on call” during non-work hours for an extended period of time.
- The employee may rarely be required to perform work-related, including overnight travel.

Employee Acknowledgment \_\_\_\_\_ Date: \_\_\_\_\_

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.