



Extrusion Dies Industries, LLC

Information Technology Specialist

Department: 12-Finance

FLSA Status: Exempt

Grade/Level:

Work Schedule:

Job Status: Full Time

Reports To: Corporate Controller

Amount of Travel Required: No travel required

Positions Supervised:

None

POSITION SUMMARY

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Hire, supervise, and direct workers engaged in special project work, problem solving, monitoring, and installing data communication equipment and software.
- Modify and customize commercial programs for internal needs.
- Conduct office automation feasibility studies, including workflow analysis, space design, or cost comparison analysis.
- Manage backup, security and user help systems.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and

resolve problems.

- Provide users with technical support for computer problems.
- Set up, maintain, and upgrade communication devices and firmware, such as Blackberry and iPhone.
- Installs, configures, and maintains server and pc hardware, and operating systems.
- Monitors infrastructure systems and responds to alert notifications.
- Creates and maintains Active Directory user accounts, profiles and personal storage.
- Performs hardware/software upgrades and patches.

POSITION QUALIFICATIONS

Competency Statement(s)

- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Respect - The ability to understand where your rights end and someone else's begin. Able to value self, others property, and diversity.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Accuracy - Ability to perform work accurately and thoroughly.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Business Acumen - Ability to grasp and understand business concepts and issues.
- Change Management - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Decision Making - Ability to make critical decisions while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Judgment - The ability to formulate a sound decision using the available information.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

SKILLS & ABILITIES

Education : Prefer an Associate's Degree (two year college or technical school) or four years of equivalent experience.

Experience : Three to five years of related combined experience in IT, business, manufacturing, including but not limited to ERP systems.

Computer Skills

Strong skills with ERP systems, Proficient in Microsoft Windows and Active Directory management, Microsoft Office Products, and Microsoft Exchange. Knowledge and experience with networking technologies including TCP/IP, DNS, DHCP, SMTP, and other standard internet protocols.

Certificates & Licenses

Other Requirements

Proven track record of delivering outstanding IT service and solutions. Excellent written and verbal communications skills.

PHYSICAL DEMANDS

| Physical Demands | | Lift/Carry | |
|----------------------|--------------------|----------------|--------------------|
| Stand | F (Frequently) | 10 lbs or less | C (Constantly) |
| Walk | F (Frequently) | 11-20 lbs | F (Frequently) |
| Sit | F (Frequently) | 21-50 lbs | O (Occasionally) |
| Handling / Fingering | F (Frequently) | 51-100 lbs | N (Not Applicable) |
| Reach Outward | O (Occasionally) | Over 100 lbs | N (Not Applicable) |
| Reach Above Shoulder | O (Occasionally) | Push/Pull | |
| Climb | N (Not Applicable) | 12 lbs or less | C (Constantly) |
| Crawl | N (Not Applicable) | 13-25 lbs | F (Frequently) |
| Squat or Kneel | O (Occasionally) | 26-40 lbs | O (Occasionally) |
| Bend | O (Occasionally) | 41-100 lbs | N (Not Applicable) |

| | |
|--------------------|---|
| N (Not Applicable) | Activity is not applicable to this occupation. |
| O (Occasionally) | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| F (Frequently) | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| C (Constantly) | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |

Other Physical Requirements

Vision (Near, Distance, Peripheral, Depth Perception)

Ability to wear Personal Protective Equipment (PPE) (Safety Shoes, Safety Glasses, Hearing Protection)

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. 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. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.