

POSITION DESCRIPTION

Business Unit				
North America		Essex Asia Pacific	Essex Europe	
<input checked="" type="checkbox"/> SEI	<input type="checkbox"/> Canada	<input type="checkbox"/> Shanghai	<input type="checkbox"/> France	<input type="checkbox"/> Germany
<input type="checkbox"/> SEC	<input type="checkbox"/> Mexico	<input type="checkbox"/> Suzhou	<input type="checkbox"/> Italy	<input type="checkbox"/> Portugal
<input type="checkbox"/> EGI		<input type="checkbox"/> Tianjin		

BACKGROUND POSITION				
Title:	Systems Support Specialist I	Number of Employees Supervised		
Salary Band (if applicable):	18		Direct	Indirect
Incumbent:		Exempt	0	0
Location (i.e. city, province):	Hoisington	Non-Exempt	0	0
Department:	I.T.	Hourly	0	0
Supervisor Title:	Global Manager, IT Support Services	International*	0	0
Estimated % Travel:	n/a	FLSA Status (N. America only):	N	

**For international locations to insert number of incumbents supervised directly and indirectly.*

EDUCATION AND EXPERIENCE REQUIREMENTS: Associate degree in Information Technology (AA) or equivalent from two year college or technical school; or two years related experience and/or training; or equivalent combination of education and experience.

LICENSES OR CERTIFICATIONS: A+ certification preferred. MCSE preferred

ESSENTIAL PURPOSE OF THIS POSITION: The System Support Specialist I is the primary point of contact for company computer users, providing technical support including troubleshooting, escalation, follow-up and resolution via telephone and electronic communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to user support requests received via telephone, email, the ticketing system or walk-up requests.
- Document, track and monitor all support requests in real-time, verifying user contact information, and ensuring Service Level Agreements are managed.
- Assist users with performing day-to-day computer tasks on a network environment, diagnosing hardware, software and network issues.
- Research issues, advise users on appropriate actions, and follow through verifying resolution.
- Support and maintain all printers, including the ordering of stock printer supplies such as; toner, cartridges, drums, and other specialty supply items.
- Manage the telecommunications needs of the plant, including maintaining and backing up all local servers and the phone system, monitoring network traffic, and performing monthly testing to ensure the failover solution is working properly.
- Support and maintain all communication and video systems, including but not limited to cell phones, radios, paging, phone system, email, projectors, security system, and TV Broadcast System.
- Escalate issues to second level or management as needed.
- Work as a liaison for plant developmental needs and machine automation initiatives, including

documentation of requirements, tracking of requests and communicating with stakeholders on the status of requests.

- Provide 24x7 on-call support to ensure 24x7 plant up time for business critical systems.
- Follow standard policies and procedures as established by Global Manager, IT Support Services and the IT Shared Services.
- Perform other duties and projects as assigned.

SKILLS AND ABILITIES REQUIRED:

- Excellent telephone, verbal, and interpersonal skills with a great customer service orientation is a must.
- Multi-tasking, troubleshooting and structured problem solving skills.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS:

- Extensive use and knowledge of a Windows networked environment and Active Directory.
- Working knowledge of Microsoft Windows 7, XP and Office 2010, 2007 and 2003.
- Working knowledge of desktop and laptop computers hardware and software.
- Access database programming knowledge is preferred, but not required.

SCOPE OF DUTIES AND RESPONSIBILITIES:

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.

- Lift and carry up to 50 Lb. printers on to or off of a cart.
- Use a short step stool to reach patch panels.
- Ability to climb stairs and ladders

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I have read and understand the above job description and can perform the essential functions of the job, with or without reasonable accommodation.

SIGNATURE

DATE