Job Title: IT Applications Support Specialist
Department: Information Technology
Reports To: Director of IT/Process Improvement
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: June 2014

SUMMARY: Troubleshoot, maintain, and educate users on local hardware devices and software with proper documentation and recording via the IT Help Desk. Cross trained in support of business critical aspects of the internal network. Assist in planning data processing systems that will provide system solutions to meet projected workloads, including layout and installation of new or modification of existing solutions. Gather objectives and requirements for the administration of specified Engineering applications. Investigate, resolve, and train users on non-ERP software applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assist in administration of an IT Help Desk including the following:

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Logs and tracks calls and maintains history records and related problem resolutions.
- Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.

Performs research and gathers technical information to determine, and recommend type of local devices, configurations and peripheral equipment that consistently meet the defined objectives and requirements to maintain a user environment that is efficient for both user work load and the enterprise operation.

Assist in administration of production equipment (laser, press brake, robotic welding, plasma and others business critical systems as assigned) with software interfaces to the network.

Administration of DBWorks, Solidworks, and AutoCad engineering applications and related viewers including testing and deployment of updates and version upgrades. Assist in possible integration to other applications and/or production equipment as needed.

Analyzes new technologies for value and process improvement opportunities.

Installs and maintains personal computers, software, and peripheral equipment including the administration of external resources as necessary to schedule product releases and/or project development.

Assist in administration of specified corporate websites and related internal media solutions.

Develops or revises user training materials and procedures such as exercises and visual displays. Trains users on the use of new or modified software and hardware on-site or in classroom, or recommends outside contractors to provide training.

SUPERVISORY RESPONSIBILITIES:
This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS: To perform this job successfully, an individual should have working knowledge and experience in various local computer devices, MS-operating systems, integration of solutions; engineering software such as DBWorks, AutoCAD and Solidworks; internet and website software; MS-Office applications.

PHYSICAL DEMANDS: 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 and use hands to finger, handle, or feel. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms.

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 noise level in the work environment is usually quiet.

*Each employee should be aware that changes in the job description could occur at any time. Also this job description is not to be considered or construed to be a contract of employment.

APPROVAL DATE:

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Employee's Signature   Date

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Director of IT/Process Improvement Signature   Date

Functional Job Description Form
Rev. 2, January 26, 2006   Form 1092