



## Information Technology Support Specialist

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### Job Description

<b>Department:</b>	Administrative 01
<b>Job Status:</b>	Up to 32 hours per week
<b>Status:</b>	Non-Exempt
<b>Reports to:</b>	IT Manager
<b>Corporate Work Hours:</b>	Days and Hours flexible
<b>Positions Supervised:</b>	n/a

### POSITION SUMMARY

Provide Help Desk support and troubleshooting for all Badger employees. Support the success of the IT department.

### ESSENTIAL FUNCTIONS

- Serve as the first point of contact for employees and vendors seeking technical assistance over the phone or email.
- Troubleshoot issues and determine the best solution based on the details provided by the employee and/or vendor.
- Follow-up with customers or employees to ensure full resolution of IT related issues.
- Manage technology equipment and related supplies: servers, PCs, telephones (cell phones and LAN lines), printers, copiers, fax machines, and scanners.
- Setup PCs and phones for new hires; train staff on phone, email and PC usage; respond timely to co-worker IT issues.
- Recognize improvement areas and provide solutions.
- Provide ERP and MS Office training.
- Other duties as assigned.

### QUALIFICATIONS

- High School diploma.
- Associate's degree in information technology required.
- Minimum 2 years' experience in the technology field; knowledge of the building materials industry a plus.

### KNOWLEDGE, SKILLS AND ABILITIES

- Proficient in the Windows operating system, Microsoft Office (Word, Excel, Access, PowerPoint, Outlook), server administration and network resources, PC administration, telecommunications, and ERP systems.
- Commitment to ethical behavior and accountability.
- Effectively manage time and prioritize multiple tasks and responsibilities.
- Strong written, verbal and interpersonal skills required including conflict resolution.
- Work independently and as a strong team member.



- Strong analytical and problem-solving skills.
- The drive to achieve personal success and advancement.
- Exceptional work ethic, attention to detail, team orientation, and commitment to detail.
- Ability to multi-task and thrive in a fast-paced environment, including the willingness and ability to take initiative in assuming challenging and/or special projects.
- Demonstrate ability to interact and communicate effectively with all company employees, customers and vendors.
- Able to assess, analyze, and solve problems with customers, vendors, and all channels of distribution.
- Ability to make critical decisions while following company procedures.

**PHYSICAL DEMANDS**

*Physical Abilities*

Stand	O
Walk	O
Sit	C
Handling/ Fingering	F
Reach Outward	F
Reach Above Shoulder	N
Climb	N
Crawl	N
Squat or Kneel	N
Bend	O

*Lift/Carry*

10 lbs or less	O
11-20 lbs	O
21-50 lbs	O
51-100 lbs	N
Over 100 lbs	N

**Push/Pull**

12 lbs or less	O
13-25 lbs)	O
26-40 lbs	N
41-100 lbs	N

- 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)

**WORK ENVIRONMENT**

An office environment in a controlled atmosphere building.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

The company 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 and necessary to ensure the continued growth and development of the employee and the company.