Summary/Purpose
To support and maintain technology for Manufacturing and support departments with a focus on user satisfaction and continuous improvement.

Essential Duties and Accountabilities:
• Trouble shoot and support PC and Laptops
• Support workstations and users within company: incl. Microsoft Network and Novell Network
• Support label printers and label printing software
• Network administration and maintenance
• Setup new user accounts and configure new PC workstations
• Support a wide variety of PC applications including Windows and Microsoft Office (Word, Excel, PowerPoint, Access)
• Serve as first point of contact for user help/resources
• Work daily overtime and Saturdays and/or Sundays when directed by immediate supervisor or, as necessary, to complete essential job duties.
• Perform other duties as assigned

Supervisory Responsibilities:
• This position has no supervisory responsibilities.

Job Knowledge, Skills and Abilities:
• PC hardware knowledge and experience LAN/WAN.
• Experience in Microsoft Networking environment and Windows 2003 Server; Windows 7/10, Novell
• Experience with Microsoft Office Suite including MS Project
• Previous information system experience in a manufacturing environment
• Previous helpdesk support is preferred
• Rotational on call 24 hour/7 day support
• Basic knowledge of applicable quality, health, safety, and environmental management systems

Education and Experience:
• Bachelor’s Degree in Computer Science, Information Systems or Information Technology

Work Environment/Physical Demands:
• Sit with intermittent walking
• Manual dexterity for such duties as stapling, collating, sorting, filing, typing, and writing
• Communicate (hearing and speech) with individuals in person and by phone
• Visually read reports, computer screen, etc.
• Maintain a minimum of 8 hours worked/day, 5 days/week