



Job Description

Job Title: IT Support	Department: Support
Reports to: IT Manager	

Summary of job function:

IT Support is often the face of the IT Department and therefore performs an important role in the company. A successful individual will have a warm disposition and a positive attitude. This position is largely comprised of three important duties: helpdesk functions, software learning and training functions, and application compliance/record keeping. Generally, the role is responsible for ensuring that users interacting with IT hardware and software have what they need to do their jobs. It is the responsibility to constantly evaluate what additional software, hardware, and training could strengthen an employees' ability to do their job and help make that happen, with the help and support of the IT Manager and Committee. The position is hands-on, self-directed, and requires work in both an office and manufacturing environment. The IT Support role reports directly to the IT Manager and, secondarily, to the IT Committee.

Essential Duties and Job Responsibilities:

- Helpdesk Support. Develop, maintain, and implement a ticketing system for Helpdesk requests. Helpdesk activities will include, but not be limited to; hardware and software troubleshooting, printer troubleshooting, software and hardware upgrades, software installation, VOIP phone support and basic network connectivity. The role will provide a reporting of requests and make recommendations to the IT Manager and Committee to help ensure we are meeting the software/hardware needs and expectations of users.
- New Workstations. Perform new PC workstation setup and installation in a timely manner.
- Software Expertise. Expected to be an "expert" in the software that is used at B&W. In addition, will become familiar with new software features and updates, and communicate that information to users. Training materials and instruction should be modified to reflect updates and user needs.
- Training. Expected to provide training to all users on a regular and ongoing basis, in person or by phone. Training logs will be maintained and shared with IT committee.
- License Compliance. The ITSS will compose, update, and present a software license summary of all operating systems, Office licenses, Autodesk, Solid works and all other software owned by B&W to IT committee and IT Manager for annual audit review no later than December 1st of each year. This will help ensure compliance with Microsoft and other software agreements and assist in future software renewals and purchases.
- Asset Reporting. Develop, maintain and present reports on hardware assets with serial numbers and department locations for insurance purposes at the end of each quarter to the IT Manager.
- Professional Growth. Look for opportunities for continuous quality improvement, personal and professional training.
- Assist with Windows 10, Windows 11 desktop Operating Systems at advanced levels.
- Arrives to work, meetings, appointments, and other work-related functions on time and as scheduled.

Skills and Knowledge:

- The Information Technology Support is an individual with experience across the IT disciplines. This generally includes basic systems and application experience, help desk and user support, installation of hardware, software and infrastructure, and printer maintenance.
- Software Experience Desired: Microsoft Office 365 Enterprise Level, including Outlook, Word, Excel, PowerPoint, OneDrive, Planner, and other emerging apps as they become available. Software Installation, Software Inventory, Software support and well as software updating.
- Desktop Experience Desired: Proficient with advanced use of Microsoft Windows 10/11.
- Must have a goal driven attitude, be detailed oriented, be an independent self-starter with the ability to work unsupervised to meet goals and deadlines as presented.
- Possess excellent telephone, verbal, and written communication skills, and have the necessary interpersonal, problem solving, and conflict resolution skills to address issues.
- Ability to effectively communicate, understand, and write in English.
- Ability to get along well with others, communicate well, handle multiple tasks simultaneously, accommodate customers while working within company requirements and remain calm and professional during peak periods of activity. Have integrity and character by exhibiting honesty, dependability, and solid ethics.
- Can work unanticipated overtime and travel occasionally for work purposes.
- Ability to maintain the confidentiality of B&W's IT operations, passwords, etc.

Job Qualifications:

- High-school diploma required.
- Associates degree or two-year certificate in Information Systems or other related field of study; or any equivalent combination of training and experience.

Physical Ability: (requirements necessary to accomplish the essential functions of the job.)

(0% = 1 Never; 1-10% = 2 Rarely; 11-35% = 3 Occasionally; 36-65% = 4 Frequently; 66-100% = 5 Continuously)

• Light physical effort normally 10-20 lbs.	4
• Requires ability to lift up to 20-40 lbs.	3
• Lifting above shoulder level up to 15 lbs.	2
• Carrying (while walking to hold or rest weight directly on hands, arms, or shoulder)	3
• Pushing (to exert force on or against an object to move to about)	2
• Good manual dexterity required/work with small parts	5
• Use of hands	5
• Fine Manipulation (load parts into machine)	4
• Simple grasping	4
• Power grip	2
• Work with machining fluids	2
• Standing at a workstation for long periods of time	4
• Sitting for long periods of time	4
• Reaching above the shoulder	3
• Reaching below the shoulder (to reach to parts/equipment)	3
• Bending (forward motion of the upper body from the waist to pick up or work on parts close to the floor)	3
• Squatting (bending at the knees to lower body, to pick up or work on parts on or close to the floor)	3
• Ability to work from vertical lift at high heights	3
• Repetitive movement	5
• Good vision: Corrected to Normal	5
• Ability to be mobile throughout work areas	5
• Computer/Computer controls, office, key boarding skills	5

Working Conditions: Manufacturing Environment

- Protective safety glasses are provided and must be worn in production. Safety shoes required in production
- May be required to wear respirator, gloves, hearing protection or protective clothing depending on assigned area.
- You may be exposed to loud noises, seasonal temperature changes, machinery with moving parts. Exposures also consist of dusts, gas, fumes, as well as exposure to moderate burns and UV rays.

Employer's rights

This job description does not list all the duties of the job. You may be asked by management to perform other duties essential to the job. B&W has the right to revise this job description at any time. This job description is not a contract for employment. Your continued employment with B&W Trailer Hitches is by mutual consent.

Approved by:

Plant Manager:

Date:

Human Resources Manager:

Date

Revision History: 4/19/23

Original: 3/1/18