



Position:	Systems Specialist	Department:	Information Technology
Classification:	Salary/Exempt	Reports To:	Director of IT and Support Services
Date Created:	8/31/2017	Last Revised:	8/31/2017

Job Overview:

The Systems Specialist supports all essential activities of the IT department. This includes software, hardware and networking deployment, maintenance and troubleshooting. The Systems Specialist will rely on either experience and education to provide effective solutions to a variety of issues. The Systems Specialist reports directly to the Director of IT and may take direction from and work closely with the System Administrator to complete their required tasks and assignments. The Systems Specialist may serve in an on-call capacity to address technical support issues that occur outside of their normal office hours.

Essential Functions:

1. Identify hardware and software needs, gather information, propose, and implement solutions as needed.
2. Identify and implement operational improvements and efficiencies within the IT department.
3. Field incoming requests from end users via telephone, email, and help desk ticketing system.
4. Quickly identify issues as they arise and preemptively deploy patches, fixes, or workarounds to users.
5. Identify and resolve complex IT issues with minimal direction or supervision.
6. Resolve a wide range of hardware, software and network issues.
7. Lead the development and maintenance of a centralized IT knowledgebase.
8. Formalize and deliver training to new and existing employees on a variety of IT-related subjects.
9. Effectively communicate technical concepts to non-technical employees.
10. Communicate with and manage relationships with external vendors, contractors and customers.
11. Provide backup support for critical IT functions, act as primary backup to the System Administrator.

Additional Responsibilities:

1. Serve as on-call or provide emergency support as needed
2. Provide support to projects involving other members of IT or other departments as needed.
3. Performs other related duties as required or directed.

Knowledge, Skills, and Abilities:

1. Working knowledge of Microsoft Office products, including Office 365 cloud-based applications.
2. Working knowledge of TCP/IP configuration and troubleshooting.
3. Working knowledge of network operating systems, VPN and remote connectivity, cabling, security, and client-server platforms.
4. Basic knowledge of smartphones (Android/iPhone)
5. Ability to diagnose and resolve a variety of hardware and software issues.
6. Ability to perform standard system installations with minimum supervision.
7. Ability to work in an AS/400 environment and with an NCR ERP system.
8. Ability to cooperate and communicate effectively with others in order to understand and meet their operational needs.
9. Ability to train others in basic computer operating procedures.
10. Ability to manage and prioritize multiple projects at once.
11. Ability to work outside of normal business hours to provide on-call, emergency support, or special projects as needed.

Education/Experience (Preferred Minimum Qualifications):

- a. The possession of a Bachelor's Degree from an accredited college or university in the area of Computer Science, Information Systems, or other related field *AND* at least two (2) years of experience working in an Information Technology field.

OR

- b. The possession of an Associates' Degree from an accredited college or university in the area of Computer Science, Information Systems, or other related field *AND* at least four (4) years of experience working in an Information Technology field.

OR

- c. The possession of a high school diploma *AND* at least six (6) years of progressive experience working in the Information Technology field

Licenses/Certifications/Special Requirements:

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug and alcohol testing.
3. Must possess and maintain throughout employment a valid Driver License.
4. Must be available as needed for work outside of the normal business hours, including weekends.

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Frequently</i>
Stand:	<i>Occasionally</i>
Walk:	<i>Occasionally</i>
<i>Intermittent Activity</i>	
Bend:	<i>Occasionally</i>
Kneel/Squat:	<i>Occasionally</i>
Climb Stairs:	<i>Limited</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Limited</i>
Typing/Keyboard	<i>Frequently</i>
Vehicle Operation:	<i>Limited</i>
PPE/Special Clothing:	<i>Limited</i>

Activity	Duration
<i>Repetitive Use of Hands/Wrists</i>	
Grasp:	<i>Occasionally</i>
Push/Pull:	<i>Limited</i>
Fine Manipulation:	<i>Frequently</i>
<i>Material Handling</i>	
	<i>lbs.</i>
Lift:	<i>0 – 80 lbs. Limited</i>
Carry:	<i>0 – 80 lbs. Limited</i>
Push:	<i>0 – 80 lbs. Limited</i>
Pull:	<i>0 -80 lbs. Limited</i>
<i>Miscellaneous</i>	
Exposure to Heights:	<i>Limited</i>
Exposure to Packaged Chemicals:	<i>Limited</i>
Exposure to Temperature Contrasts:	<i>Limited</i>