



## JOB DESCRIPTION

**Title: IT Specialist**

**Date Last Modified: December 2024**

<b>Department:</b>	G &A	<b>Classification:</b>	Non-Exempt
<b>Supervisor:</b>	Director of Customer Experience	<b>Job Code</b>	AIT010-T2-06
<b>Status:</b>	Regular Full Time Onsite		
<b>Schedule:</b>	Monday – Friday 8am-5pm		
<b>Salary Range</b>	MIN: \$21.39	MID: \$25.67	MAX: \$29.92

### Position Objective:

The IT Specialist assists the Technology Manager with implementing and maintaining BioWorks technology infrastructure to reach its' strategic goals. They will provide technical support to our internal customers, work with our external partners to ensure our hardware is maintained and assist with projects.

This individual is committed to professional development, particularly as it relates to technology, to enable continued innovation within the company. Other duties as assigned.

### Essential Qualifications – Education, Experience, Skills:

- Bachelor's degree in Information Technology or equivalent experience in Information Technology
- Minimum of 2 years of hands on experience, with experience in ERP, cloud and enterprise software desired
- Good knowledge of IT operating systems
- Resourcefulness and problem-solving aptitude
- Knowledge of system security
- Ability to manage positive vendor relationships
- Willingness to challenge the team for optimization
- Ability to consistently exercise discretion and judgment
- Organized with project management skills
- Ability to work well with people
- Excellent written and verbal communication skills
- Ability to work under pressure and multi-task – moving from project to project with ease
- Ability to quickly learn unfamiliar topics
- Experience with managing sensitive company data

### Our Essential Values:

- **OUR Team – ONE Company:** We embrace that we are in this together and take 100% responsibility for our relationships with others.
- **We Honor OUR Commitments:** Integrity is at the core of everything we do. We do what we say we will do!
- **We Have the Right Conversations:** We hold ourselves and others accountable to be courageous and have the RIGHT conversation with the RIGHT person at the RIGHT time about the RIGHT thing.
- **Our Customers' Success is Our Success:** We understand that without our customers, we are no longer in business and serve them better than anyone else can.

### Essential Functions and Responsibilities:

#### People

- Actively participates in promoting, supporting and enhancing our Core Purpose, Core Values and Company Culture.

- Maintain a positive work atmosphere by acting and communicating in a manner that promotes cooperation with customers, collaborators, vendors, co-workers and management.

### **Strategy**

- **Systems Automation and Optimization Support**
  - Assists in all automation and optimization (hardware and software) projects focused on efficiency and cost reduction. Always looking to create competitive advantage from our system and process points.
  - Continually help evolve working practices to improve efficiency and productivity of the organization through the use of technology
  - Assist continuous process improvement through innovation
  - Investigating, diagnosing and responsible for resolving issues as they arise
  - Escalate issues that are outside the scope of technical aptitude
  - Research new technologies to assist the changing needs of the organization
  - Participation in the creation of and use of internal ticketing system
  - Assist with SharePoint management
  - Other duties as assigned

### **Execution**

- **Support Company IT Security, Maintenance, Communications**
  - Manage IT support tickets, including those created through managed service partner, to address employee IT-related issues and requests
  - Analyze trends of monthly help desk tickets
  - Identify opportunities to improve/update hardware, software and systems
  - Assist with maintaining and applying IT policies
  - Support the development and implementation of new projects and installations
  - IT Onboarding of new team members (set up/training)
  - IT Offboarding of team members
  - Participate in training team on new technologies
  - Assist with data archive/storage management
  - Provide consistent and positive internal and external customer / vendor interaction in order to grow relationships
- **NetSuite Support**
  - Keep up to speed on latest releases and assess impacts on current configuration
  - Provides day-to-day end-user support (creating tickets, reports, dashboards, etc)
  - Support and assist with projects/tickets
- **Inventory Management**
  - Perform companywide computer and hardware inventory
  - Manage computer equipment lifecycle from acquisition to disposal
  - Spec, order and oversee new equipment needs (computers, servers, software, etc.)

### **Cash**

- Fully embraces Great Game of Business (GGOB), Scaling Up, and all strategies and activities related to financial transparency and information sharing, including timely updates to revenue goals.

### **Performance KPI's**

- Mean time to Resolution on internal cases within 2 days at 80%
- IT Projects on time and within budget at 80%

### **Physical Demands:**

- Computer keying repetitive motions
- Possible eye strain

- May require flexibility in scheduling
- Minimal travel possible

**PHYSICAL ACTIVITY CHART – IT Specialist**

<b>ACTIVITY</b>	<b>OCCASIONALLY REQUIRED</b>	<b>FREQUENTLY REQUIRED</b>	<b>List JOB RESPONSIBILITIES that require physical demands checked</b>
Standing	X		Talking with vendors and customers
Walking	X		Working with vendors, sales team, and customers to resolve and understand issues and needs
Sitting		X	Computer and phone duties
Lifting			
Carrying		X	
Pushing			
Pulling			
Climbing			
Balancing			
Stooping	X		
Kneeling			
Crouching			
Crawling			
Reaching	X		
Handling	X		
Feeling			
Speaking		X	
Hearing		X	
Seeing		X	
Depth Perception			
Color Vision	X		
Repetitive Motion		X	Keying and mouse for computer