



Position Title: Information Systems Specialist
Department: Information Systems
Reports to: VP Information Systems
FLSA Classification: non-exempt

Job Summary:

The information specialist is responsible for the operation of hardware, programs, and applications (Windows Operating Systems, UNIX); providing support for PC's, LANs/WANs and optical archiving systems; diagnosing and performing corrective action for full range of systems and user problems up to and including system crashes; creating, deleting and maintaining back-office job streams and schedules.

Supervisory Responsibilities:

None

Duties/Responsibilities:

- Responsible for day-to-day operations of system hardware, programs, and applications.
- Responsible for creating, deleting, and maintaining back-office job streams and schedules.
- Responsible for diagnosing, resolving, and supporting employee IT issues.
- May assist with the installation of software upgrades for operating systems and Core system including load releases and performing adequate system beta testing.
- May create, modify, and test reposts according to manager requests and assignment
- Performs other related duties as assigned.
- May be assigned cross departmental responsibilities.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Must possess a valid driver's license.

Education and Experience:

- High school diploma or equivalent
- Knowledge of setup and installation process of system software.
- Knowledge of hardware including network setup, installation, and computer security



- General knowledge of Microsoft Products required
- A+ or Network + certification preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- May require standing and walking 25% of the time, lifting up to a maximum of 50 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling and pushing.
- May be required to work in an environment with high noise levels and unpredictable temperature and ventilation.