

SIMONA
AMERICA INC.

Job Description

Job Title: *IT Support Specialist*
Department: Operations/Administrative
Reports To: General Manager
FLSA Status: Hourly; non-exempt

Summary: As an IT Support Specialist you are part of the SIMONA AG IT team and work with the SAI business providing the analysis, planning, application design and development, and project management of IT services. Work within the business, across the company, and with external partners for a streamlined operation of the function of IT in alignment with the business objectives of the SAI organization. The incumbent will work closely with decision makers to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization.

Essential Duties and Responsibilities: Other duties may be assigned.

- Provide end user-services, including help desk and technical system support by acting as Level 1 and/or Level 2 point of contact onsite (or remote point of contact for travelers).
- Practice asset management for IT hardware, software and equipment
- Manage the deployment, monitoring, maintenance, upgrade and support of all IT systems, including security systems, telecommunications, PCs, hardware, software, and peripherals.
- Benchmark, analyze, report on and make recommendations for the improvement and growth of the IT infrastructure, IT systems and Lean initiatives for the function.
- Work with stakeholders to define business and systems requirements for new or enhanced technologies.
- Keep current with the latest technologies.
- Responsible for financial aspects of the IT department, including purchasing and vendor management.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Develop requests for proposals—negotiate and administer vendor, outsourcer and consultant contracts and service agreements.
- Schedule internal and external resources for all IT activities including personnel, vendors, and purchasing
- Utilize Analytical tools to measure the effectiveness of Lean Manufacturing activities
- Participate in / Lead IT aspects of Local, Regional, and/or Global projects
- Collaborate with global counterparts and with regional IT groups to ensure IT solutions are fully in line with global strategies
- Create and maintain documentation for work processes and procedures to support continuity of service and skills, capabilities and reduce redundancy
- Other day to day assignment as issued by SAI, such as:
 - Lead and implement projects to provide :
 - KPI data and other analytics to production operations and Management
 - Barcoding and other automation tools for production
 - Support HRIS and ERP data management and analysis

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies: High attention to detail, planning and organizational skills. Highly developed ability to prioritize tasks, are confident in your decisions, and comfortable working under limited onsite functional supervision. Proactive, creative and decisive when the situation calls. Can adapt to change. Excellent communication skills (written and verbal) and are comfortable presenting in front of internal and external partners of all levels. Thrive in a matrix organization and are a dedicated, strong team player with multi-cultural awareness.

Supervisory Responsibility

This position has no direct reports.

Education and/or Experience:

Associates degree, equivalent education and/or experience, 3-5 years relevant experience, and strong technical documentation skills. Working knowledge of Microsoft Active Directory, DNS, DHCP and Exchange. Familiarity with VMware is a plus.

Other Qualifications:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and climb or balance. The employee must frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job regularly operates in a professional office environment and periodically in the manufacturing operations setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. While performing the duties of this Job, the employee may be exposed to moving mechanical parts and fumes or airborne particles (but not regularly). The employee is occasionally exposed to wet and/or humid conditions. The employee will be exposed to elevated temperatures in the production area surrounding the extruders. The noise level in the production work environment is usually moderate to loud.