



Job Title: IS/IT Technician

Employment Status: Full-Time

Classification: Non-exempt

Work Schedule: Monday-Friday with occasional weekends

Travel: Required for training and execution of job duties

Reports to: IT Manager

Supervisory Responsibilities: None

Position Summary: Provide front line support for users in both an office and production setting. This includes providing support with applications related to office computing (MS Office, Business planning and reporting applications, CAD software, etc.) as well as production related equipment that provides users in manufacturing access to ERP software that allows us to manufacture products. The very core of the department is ensuring there are no interruptions with Gusmer's organizational functions related to the IS/IT client/server/network infrastructure. The IS/IT Technician would participate in ensuring this goal is achieved.

Essential Functions

- Monitor and respond to helpdesk tickets and issues such as: printing, scanning, antivirus & malware, software installation, troubleshooting, general troubleshooting of computer systems (laptops and desktops), remote / VPN connection problems.
- Prepare and stage new equipment for users: receiving & cataloging equipment, installing software for the user's position, setup for remote access, ensure system is up to date before deployment, and work with the end user to prepare for migration from old system.
- Prepare and update computer manuals / training guides for users.
- Install and setup software as organization needs change.
- Research/obtain quotes for IT equipment.
- Keep IT equipment and tools organized.
- Update and maintain accurate records of IT equipment.
- Provide support to others in the department.
- Monitor servers for warnings, critical events: failed backups, etc.

Other Duties

- Assist with network set up and maintenance (switches, access points, etc.).
- Assist users with backup questions and needs.

This is not meant to be a comprehensive listing of activities, duties, and responsibilities. These items may change or new items may be assigned with or without notice.

Experience and Education Requirements

- Associates degree or vocational school in computer related concentration.
- Two years' experience troubleshooting desktop, laptop, and application related issues.
- Experience with end user and helpdesk support a plus.
- Strong PC skills: experience with Microsoft Windows 10 and Office 2010+ (Word, Excel, Access, PowerPoint, Outlook).

Knowledge, Skills, and Abilities (KSA's) Required

- Strong PC skills: experience with Microsoft Windows 10 and Office 2010+ (Word, Excel, Access, PowerPoint, Outlook).
- Knowledge of Microsoft SharePoint, Linux, Windows Server 2008+, backup software a plus.
- Understanding of local area networks and Wi-Fi technology.
- Strong troubleshooting abilities with computer software and hardware issues.
- Knowledge of server / client methodology.
- Knowledge of data warehousing / network storage / virtual environments.
- Ability to install and upgrade hardware in desktops and laptops.
- Ability to write clear and concise instructions and communicate with proficiency.
- Strong communication and people skills.
- Self-motivated and ability to work without direct supervision

Other Qualifications

- Valid Driver's license with acceptable driving record
- Covid-19 vaccination: *Because business travel is an essential function of this position, Gusmer requires that any individual holding this position is fully vaccinated for Covid-19 and can show proof of same prior to commencing employment. This requirement is based on travel guidance and recommendations from the Centers for Disease Control and Prevention and is consistent with Gusmer's duty to provide and maintain a workplace that is free of known hazards and to safeguard the health of Gusmer's employees and their families, its customers and visitors, and the community at large.*

Physical Requirements

The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Modified "light duty" restrictions may be arranged as needed and when available for job-related injuries or illnesses.

While performing the duties of this job, the employee is regularly required to walk on normal and uneven surfaces and sit; use hands for writing and keyboarding; lift and/or move up to 10 pounds. The employee is occasionally required to lift, carry, and push up to 25 pounds; stand, stoop, and bend. The employee is required to use a ladder or boom lift to reach high areas for performing work. The employee may occasionally encounter uneven and/or slippery surfaces when in warehouse. Driving will be required on occasion.

Specific vision abilities required by this job includes close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Acute hearing is necessary for telephone and in-person communication with customers and fellow employees, and visual acuity sufficient to read a computer screen and paper documents.

Working Conditions

This position typically functions in a business environment with occasional trips into the warehouse. There will be exposure to moderate noise levels, fumes, dust, chemicals, heat/cold and allergens especially in warehouse environment.

EEO Policy Statement:

Gusmer Enterprises, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Gusmer will also consider requests for reasonable accommodations made by applicants and employees on an individualized basis, including those based on disabilities and sincerely-held religious beliefs, where such accommodations do not impose an undue burden on the business. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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