

Job Description
IT Help Desk
Century International Arms, Inc.
Century Arms, Inc.

Reports to: IT Manager
Location: Vermont

Position Type: Full-Time

Summary of Position Mission

IT Help Desk configures, maintains, analyzes, troubleshoots and repairs computer, hardware and peripherals. Documents, maintains, upgrades or replaces hardware and software. Supports and maintains user account admin rights including rights, security and groups.

Responsibilities

- Assist users to define, configure and deliver required computer, printer and copier/scanner service(s).
- Train and support end users on computer, printer, network and phone operation and applications.
- Install, configure, test, maintain, monitor and troubleshoot end user workstation hardware/software, peripherals and networked products.
- Configure, test, maintain, monitor and troubleshoot Radio Frequency (RF) scanning guns.
- Perform on-site analysis, diagnosis and resolution of computer, peripherals, copier/scanner and network problems and recommend/implement corrective hardware/software solutions including off-site repair.
- Receive and respond to phone calls and/or emails regarding PC and/or hardware problems and maintain call support list.
- Maintain inventories, reports and statistical monitoring of all computer and peripheral, network and phone hardware and software.
- Document hardware and software failure, repair, installation, and removal/destruction of computer, network and phones.
- Evaluate and recommend hardware and software products for purchase.
- Maintain user security rights and folder/network permission access.
- Coordinates with vendors (ISPs and service providers) to correct server issues and to maintain security integrity.
- Participate and assist with global projects and IT Department project.
- Develop and maintain Intranet website and company TV servers.
- Assist/maintain/develop various projects within the IT dept. as needed.
- Protects organization's value by keeping information confidential.
- Support and adhere to all ISO standards applicable to the Company.
- Adheres to all employment policies/safety policies/practices required by law/established by Company.
- Wears all necessary Personal Protective Equipment directed by the Company at all times.
- Demonstrates sound working knowledge of firearms safety.
- Maintains and keeps workstation and department area clean.
- Immediately reports any maintenance and/or safety issues to Management.
- Demonstrates a positive attitude toward co-workers, other department and the Company.
- Maintains respect, courtesy and professionalism toward all co-workers and the Company.
- Communicates clearly and effectively with co-workers and management.
- Actively participate and support the 5S process within the work area on a daily basis.
- ***Other duties will be assigned as required.***

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Qualifications & Knowledge Required

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

- Associates degree in computer information systems or related field with 1-2 years' experience
- Ability to work independently
- Proficient in Microsoft Applications (Office Suite, Server 2012 -2016) and anti-malware software
- Excellent attention to detail
- Ability to prioritize workload and handle multiple assignments in timely manner
- Provides excellent customer service

Working Conditions

Work is normally performed in a climate-controlled environment and throughout a heated manufacturing and warehouse facility. Exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of light manufacturing, shipping and receiving, and normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

Physical Demands

The physical demands and work environment characteristics 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:

- Be able to lift objects commonly found in offices, up to 35 lbs.
- Occasional travel required domestically and internationally
- Able to work at a computer for long periods of time
- Able to work additional hours as needed. (Project timelines and work volume/deadlines may require more than 40 hours per week and/or weekends to complete essential duties of this job.)
- Must have mental processes for reasoning, remembering, mathematics and language ability (reading, writing and speaking English language) to perform the duties proficiently

Disclaimers

- This job description should not be interpreted to be a complete list of all the duties and responsibilities performed by the jobholder. To maintain organizational flexibility, management has the discretion to add, drop or change at any time the duties, responsibilities and expectations of this job.
- This job description does not constitute an offer of employment, continuous employment or an employment contract. We are an at-will employer and either you or the employer may terminate the employment relationship at any time, for any legal reason or for no reason.

Employee Signature:		Date:	
Witnessed By:		Date:	
Last Reviewed By:	Kelly Ashline	Date:	2/12/2018