***REPORTING RELATIONSHIP & FUNCTIONAL ROLE***

Reports administratively and functionally to the Integrator. Provide ERP administration of user’s access and permissions. Write and run data queries to gather data as needed by users. Create GAB scripts and menu items within ERP for tasks that may be repeated or ongoing. Create crystal report layouts. Assist the IT Specialist as needed, this may be for hardware, including but not limited to, desktop computers, printers, scanners handheld devices. Assist the IT Specialist as needed with software problems as well.

***REQUIREMENTS & CONDITIONS***

* *Education:* Associates Degree or equivalent and five years business experience; higher level of education preferred. (Bachelors in CS or higher). Hardware and software certifications A+ and Server + and program certifications (Cisco, MSCS) are beneficial
* ***Experience****:* Installation experience of peripheral devices and experience with software applications is a plus.
* ***Skills, Knowledge, Abilities:*** Computer knowledge with advanced skills using Microsoft Office products; Advanced developer in Microsoft Excel and Word; proficient in Server 2012 or higher, Network administration. Experience in technical writing for documentation or instruction, SQL Admin & query writing
* ***Character Traits:*** Dependable, integrity, friendly, able to manage interdepartmental responsibilities and multiple assignments. Must be able to demonstrate CFI’s core values being a team player, hard worker, look out for the best interest of the company, put the customer above all else, take ownership, and flexible.
* ***Physical Requirements:*** Standing, sitting, climbing, walking, crouching, stooping, twisting, and bending.
* ***Working Conditions/Environment:*** Office and shop conditions (no central heat or air condition); some outdoor work required.

***RESPONSIBILITIES AND JOB DUTIES***

***Responsibilities:***

* Keeping current ERP systems updated and running smoothly, upgrading the system and its components
* Conduct research and provide cost analysis data when upgrading or purchasing new hardware, software or equipment in support of the ERP system.
* Have a working knowledge of common information technologies and systems
* Capable of managing multiple projects simultaneously while maintaining high customer service standards.
* Communicating complex concepts to an audience who may be less versed
* Performance tuning, troubleshooting writing queries and stored procedures, manage user access and run data import and export routines for external systems.

***Duties:***

* Test and update disaster recovery procedures as needed
* Experienced in working with crystal reports and or similar software
* Have a strong knowledge of SQL query language and ability o develop complex queries based on user requests.
* Troubleshoot common IT issues as they arise, Assist IT Specialist as needed
* Install hardware and peripheral components such as monitors, keyboards, printers and disk drives.
* Assist in the customization and adaptation of existing programs to meet user requirements

***Additional Duties:***

* Assist employees with common workstation troubleshooting
* Installation of shared network printers and scanners
* Respond and resolve IT support requests, while maintaining the logs
* Assist with the administration and training of users in the use of e-mail and anti-virus systems
* Procure workstation, server, software and peripheral devices
* Repair, troubleshoot and maintain computers, peripheral devices and telephone equipment
* Perform other duties as assigned.

***Administrative/General:***

* Provide telephone, in person and remote online services to end users
* Coordinate activities with network services and information systems groups.
* Provide status and completion updates to manager and / or users via voice mail, email or in-person communication
* Installation of shared network printers and scanners
* Manage all levels of access through MS Active Directory

Reviewed and Accepted by:

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_