

**SUMMERS MANUFACTURING COMPANY, INC.
POSITION DESCRIPTION**

POSITION TITLE: IT Technician
IMMEDIATE SUPERVISOR: IT Coordinator
SUPERVISION RESPONSIBILITIES: No

DEPARTMENT: IT
FLSA: Non-Exempt

1. GENERAL SUMMARY OF RESPONSIBILITIES:

Responsible for assisting IT Coordinator with all aspects of network administration including servers, desktop systems, communications hardware/software and office systems. Perform all IT related activities.

2. SPECIFIC JOB RESPONSIBILITIES:

- A. Diagnose and resolve network/ printer problems, computer hardware problems, email and internet access problems.
- B. Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- C. Diagnose and troubleshoot computer workstation and networking problems.
- D. Maintain and test daily/weekly/monthly backups for entire organization.
- E. Set up equipment for employee use, perform or ensure proper installation of cables, operating systems and appropriate software.
- F. Work closely with IT Coordinator to ensure optimal network performance and efficiency on a daily basis.
- G. Become ERP System expert, and provide support and training on effective use of ERP Management software.
- H. Update and maintain software and servers.
- I. Communicate effectively and provide support for employees at all levels of the organization.

3. JOB SPECIFICATIONS:

A. Education/License/Certification Requirements

- 1. Associates Degree in computer networking or related field, required. Bachelor's degree preferred. Experience in Lieu of education requirements, considered.
- 2. Valid North Dakota driver's license with a clean driving record, required.

B. Experience Requirements

1. Three (3) years of related experience, required.
2. Knowledge of and experience with the following computer programs:
 - a. Windows Server Platforms, required
 - b. Windows Desktop platforms, required
 - c. Microsoft Share Point Services, preferred
 - d. ERP Software required, SYSPO preferred
 - e. Graphic Software/ Adobe preferred
 - f. SQL database management, preferred
 - g. Virtual Environment knowledge, preferred
 - h. Programming skills, preferred

C. Competencies

1. Adaptability
2. Active Listening
3. Accuracy
4. Interpersonal Skills
5. Communication
6. Organized
7. Problem Solving

D. Physical Requirements

1. Ability to walk and stand for long periods, up to two (2) hours, required.
2. Ability to sit up for long periods of time, up to six (6) hours, required.
3. This position requires infrequent lifting and carrying of machine parts, weighing up to 30 lbs. in the following situations:
 - a. Lifting office equipment while working on a machine.

- b. Carrying equipment short distances.

E. Other Requirements

1. Occasional nights and weekend work required.
2. Travel to remote plants required.
3. This position involves work inside and outside the plant, where conditions may get dusty, hot, cold, noisy and smoky and may involve exposure to some odors:
 - a. Ability to work around fumes and chemicals, required.
 - b. Ability to work around moving parts, required.
 - c. Ability to work around loud noises, required.

By accepting a position within Summers Mfg. you will become part of a team which comes with the responsibility of promoting a culture that ALL employees are accountable to. This culture is defined as:

- * Ensuring a safe workplace by always being aware of potential hazards and following all safety rules.
- * Fostering the company values in communications and decisions made every day by being respectful and promoting a team environment.
- * Accepting and Supporting the challenge to participate in the continuous improvement efforts by actively contributing in identifying and eliminating waste within the company; by identifying problems, finding solutions, and being an active participant in sustaining those solutions.
- * Smile every day!

This job description does not list all the duties of the job. Your supervisor may make an assignment of other duties or instructions from time to time.

This assignment of duties or instructions will be within your knowledge and skill base to ensure performance of the assignment in an adequate manner.

Management has the right to revise this job description at any time.

This job description is not a contract for employment, and either you or the firm may terminate employment at any time, for any reason.

JOB DESCRIPTION ACKNOWLEDGMENT

I acknowledge that I have received a copy of the updated job description for my position with Summers Manufacturing. I have read this job description (or had it read to me) and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined, with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. I understand that it is my responsibility to ask my supervisor or human resources for more clarification should I have any questions about my job duties and responsibilities or require a reasonable accommodation.

I understand, and have received a copy of my updated job description.

Signed: _____ *Date:* _____

Supervisor Signature

Date

Employee or Supervisor comments:

Return this form to Human Resources.