

Rhodes International, Inc.
Job Description

Job Title: WI Computer Systems Technician
Department: Information Technology Systems
Reports To: IT Manager & WI General Manager
FLSA Status: Non-Exempt
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Approved By: Kenny Farnsworth
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Summary

The WI Computer Systems Technician is responsible for providing infrastructure and process support for IT manufacturing plant operations by interfacing with the WI facility and UT corporate office and will be responsible for local network administration, Microsoft Office, and Windows, Linux, and MacOS level support to ensure that such applications are functional.

The incumbent also assists with the installation and management of low voltage electrical apparatus and PLC components to help ensure smooth day-to-day operation of the plant.

Key Performance Indicators

An employee in this position will know that they are performing their job well when they accomplish these objectives.

- Achieves proficiency in the essential duties and responsibilities as defined below.
- Responds promptly to requests for assistance with a service mindset.
- Strives to have an outward mindset and recognizes needs and offers support to the Rhodes team.

Essential Duties and Responsibilities

Essential duties and responsibilities are listed below. Other duties may be assigned.

Systems Technician Duties

- Monitors servers and systems to ensure they are meeting performance expectations.

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- Performs basic server room maintenance and upkeep including maintaining network cables, routers, switches, firewalls, etc.
- Enters commands and observes systems functions to verify correct system operation.
- Reviews computer related software applications or computer programs to ensure that Plant standards are met and that programs are capable of being integrated with other software applications as required.
- Tests, reviews, and documents system related procedures such as: Operational, Security, Backup and Restore, and Disaster Recovery for all WI facility platforms according to established standards.
- Attends technical conferences and seminars to keep abreast of new software and hardware product developments as requested by the IT Manager.
- Participates in Company organized process improvement programs.
- Communicates any important information to the IT Manager or WI General Manager.
- Is consistently at work and on time.

Computer Systems Support Duties

- Serves as a liaison between the WI facility and SLC IT Department.
- Provides continuous support and training to users to assure proper use of the equipment and software applications following established operational procedures; Responds to needs and questions of users concerning their access to various IT resources.
- Troubleshoots, maintains, and repairs IT hardware and equipment.
- Installs and tests technology related hardware and software components such as monitors, keyboards, printers, scanners, etc. on user's premises.
- Manages WI hardware and software inventory; Submits requests for parts replacement to the IT Administrative Assistant as needed.
- Loads specified software packages such as operating systems, word processing, or spreadsheet programs onto computer.

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- Replaces defective or inadequate software packages.
- Cleans office printers and scanners, and replaces toner as needed.

Electronic Maintenance Duties

- Assists in the installation, maintenance, and repair of all PLC and sensors as needed.
- Ability to understand and program PLC tag information in Kepware to organize and add to historian.
- Assists with laying out, assembling, installing, maintaining, and repairing low voltage electrical apparatus, such as emergency lighting, paging systems, phone systems, timeclock systems, cameras, etc.
- Maintains camera and video information systems to ensure that they are operating effectively.
- Completes low voltage electro-mechanical tasks as assigned, including physical troubleshooting of components, wiring, etc.

Web Development & Content Creation Duties

- Monitors web server and site technical performance; facilitates web maintenance as necessary.
- Assists the Creative Team with the creation and deployment of information content, including videos, email, web based content, database information, etc.

Other Duties

- Assigned to or assists in other departments or areas of the plant when IT activities are slow and/or complete.

Supervisory Responsibilities

This job has no supervisory responsibilities.

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.

Education and/or Experience: A minimum of four years related experience and/or training required; A Bachelor's degree in Information Technology, Computer Information Systems, or equivalent preferred; or a similar combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedural manuals. Ability to speak and understand English in a manner that is sufficient for effective communication with Supervisors and co-workers based on the assumption that such individuals can only speak and understand English; Ability to write simple correspondence; Ability to speak and understand Spanish a plus.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent, and interpret graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of abstract and concrete variables; Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Must have a strong knowledge of computer operating systems. Must have a strong understanding of hardware and peripherals. Must have the ability to perform basic software and hardware maintenance. Must be able to setup a computer including the initial installation of the operating system. Must have the ability to perform basic file manipulation tasks such as importing, exporting, resizing, cropping, etc. Familiarity with Wordpress, Cisco Systems, EMaint, Redzone, Kepware, Historian data bases, Thingworx, and Filemaker is helpful.

Other Skills, Abilities, and Qualifications:

- Has been trained and is proficient or is willing to train and become proficient in Six Sigma, Arbinger, and Lean programs.
- Willing to participate in and support the Company's culture building initiatives.
- Willingness to take calls afterhours to support users and operations.

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 regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The Employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The Employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Required Personal Protective Equipment

Employees must use personal protective gear such as bump caps, eye protection, hearing protection, gloves, and safety-toe protective footwear as required by industry safety standards or as deemed necessary by Company safety policy and procedure.

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.

The individual should have some tolerance to wheat flour dust since it pervades the entire Facility. The employee must be able to work in a multi-faceted environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands, and to seek supervisory assistance as appropriate. The Employee is occasionally exposed to high or precarious places and vibration. The noise level in the work environment is usually moderate to loud.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual Competencies

- Analytical - Collects and researches data; Uses intuition and experience to complement data.

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- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Assists in developing alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Competencies

- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Maintains an outward mindset.
- Oral Communication - Listens and gets clarification; Responds well to questions; Participates in meetings.
- Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Inspires and motivates other to perform well.
- Written Communication - Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.

Organizational Competencies

- Business Insight – Displays orientation to profitability; Understands business implications of decisions.
- Cost Consciousness – Offers suggestions for cost saving measures; Conserves organizational resources.
- Diversity - Shows respect and sensitivity for cultural differences; Respects diversity; Promotes a harassment-free environment.
- Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Supports organization's goals and values.

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- Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Self-Management Competency

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks correctly and on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation – Meets challenges with resourcefulness; Generates suggestions for improving work.
- Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making processes; Makes timely decisions.
- Motivation - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- Planning/Organizing - Uses time efficiently.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position.
- Quality – Must be detail oriented; Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Strives to improve personal performance.

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- Quantity - Meets productivity standards; Completes work in timely manner; Must be able to multi-task; Works efficiently; Strives to increase productivity.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Certification

Employee Signature: _____

Printed Name: _____ Date: _____

I certify that I have read and understand the responsibilities assigned to this position.

Supervisor's Signature: _____

Printed Name: _____ Date: _____

I certify that this job description is an accurate description of the responsibilities assigned to the position.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.