CREATIVEBUSINESS
I N N O V A T I O N S

DATE POSTED:	6/23/15	REPORTS TO:	IT Supervisor
JOB TITLE:	IT Specialist	LOCATION:	East Liberty, OH
DEPARTMENT:	Information Technology		

Scope and Purpose of Position
Provides software and network support, using system analysis techniques, training and troubleshooting in a networked microcomputer environment. Provides support on a wide range of applications including Microsoft products.

Tasks of the Position
- Apply system analysis techniques to design hardware and/or software specifications.
- Implementation and support of new hardware and software.
- Document networked hardware and software environment.
- Ability to autonomously decide corrective actions regarding programs, hardware, etc. which will have a direct impact on production.
- Write training manuals.
- Troubleshoot hardware issues with desktop pc's, servers, printers, etc.
- Troubleshoot software issues with Windows applications.
- *Develop processes and procedures to support continuous improvement initiatives and/or new business.*
- Manage servers and backups
- Work with vendor or other support for Cisco/network related issues and application support
- Answer incoming calls regarding IT issues.
- Responsible for standardizing desktop environment within the MAI Companies (GLA, GSA, IA).
- Document all work in Help Desk system
- Participation of on-call rotation during non-work hours including holidays and weekends.
- Participate in activities to include 5S, Kaizen, Quick Hits, Six Sigma, and other related continuous improvement events.
- Other duties as assigned.

Knowledge/Skills/Abilities
- Operations experience in a production environment
- Ability to communicate technical concepts to technical and non-technical audiences
- Solid writing skills
- Ability to manage multiple concurrent projects
- Analytical and problem solving skills
- Demonstrated aptitude for learning new technologies
- Broad knowledge of data processing systems, concepts, and methodologies

Job Requirements
- Safety apparel (PPE) and uniform mandatory.
- Must be able to continuously lift 30 to 75 lbs. and occasionally carry a distance of 30 to 50 feet.
- Work daily assigned shift to include overtime, up to and including production Saturdays, shutdown days, and holidays as needed.
- Follow all company policies including ISO 9001 2008/ISO 14000 and QOS adherence (where applicable) and MAI Companies' (GLA, GSA, IA) Associate Handbook and Safety Manual.

Please submit your resume via email to recruitment@creativebi-llc.com or fax to: 614-758-0109

Supervisory Responsibility
No supervisory responsibilities

Qualification (Education/Training)
Associates' degree in Computer Science from an accredited college or university with 1-3 years' experience; or equivalent education/experience in the computer science field.

This position does not provide relocation assistance.