Titeflex Corporation
Job Description

Job Title: Programmer Analyst
Department: Information Technology
Reports To: Plant Manager – Gastite

Primary Responsibilities:

The IT Support Specialist is responsible for supporting general information technology activities of the company to include end user support, basic programming, report writing, general troubleshooting, equipment utilization analysis, telecom and multifunction printing devices.

- Assist remote network engineers configuring and troubleshooting network components.
- Assist remote IT infrastructure team with troubleshooting common problems.
- Provide guidance on upgrades to local IT infrastructure.
- Provide guidance to users to efficiently organize folders and establish folder security to best suit business requirements.
- Install and test new software and hardware. Implement changes to systems as directed.
- Monitor and suggest automation based improvements to business processes.
- Provide guidance to less experienced users when interacting with corporate IT.
- Trains new users and established users on changes that occur in the local IT environment.
- Act as the quintessential power user for the business.

Qualifications:

- AS or BA degree in Computer Science/Information Technology
- 5+ years related experience
- Infrequent US domestic travel
- Substantial knowledge in Microsoft Office 365 and current Windows OS's.
- Basic knowledge of Microsoft Active Directory
- Basic knowledge of (whatever CAD/CAM system our guys are using)
- Working knowledge of Microsoft SQL Server and Reporting Services is a plus.
- Working knowledge of Microsoft Visual Studio.
- Familiarity with manufacturing ERP systems, and specifically Epicor 10 is a plus.
- Ability to establish and maintain effective and professional working relationships with managers and employees, along with working with external clients or customers.
- Exceptional planning, organizational and task management skills
- Conceptual ability
- Effective communication skills; ability to work independently and in a team environment.