

## **Information Technology Assistant**

### **Analytik Jena US LLC – Upland, CA**

Do you have the drive to work with computers, and people, while keeping up with current advances in technology?

Are you a self-starter who succeeds in delivering support and quality service to internal PC users?

Are you looking for long-term career growth?

Are you a resident of the Inland Empire, or surrounding area, looking to cut your commute?

If you answered yes to these questions, continue reading for the perfect opportunity...

Analytik Jena US LLC is seeking a self-motivated, knowledgeable, and productive **Information Technology Assistant** who thrives in fast-paced multi-tasking environments. As part of our succession planning, we are seeking an individual who is looking for long-term growth with our company. Individual must be a quick learner who effectively sets priorities and who has great attention to detail. This is an excellent opportunity for an IT tech savvy and self-motivated individual to grow with our company.

#### **Summary:**

Provide system management and operation support to the activities and resources required to provide quality computer operations, processing, and applications system resource management and availability. Will set up and implement standards for computer operations, will use software support tools to process scheduling, reports, report generation, database administration, system data backups, performance tuning and security. Will troubleshoot and resolve problems associated with local and wide area network environments. Have responsibilities for dealing with hardware and software vendors and technical support issues.

#### **Responsibilities:**

- Perform system functions, support, and daily monitoring of the company's Management Information System (MIS) system of approximately 115 users
- Maintain and improve the Data Server / Exchange Server / Engineering Server / Backup Server System network for smooth day to day operation
- Maintain the system network software programs to include addition, deletion and upgrades
- Knowledge of LAN / WAN and VPN concepts
- Knowledge of MS Server 2008, R2, 2012 R2
- Respond in a timely manner to issues and requests for assistance with the organization's computer systems
- Maintain the operation of the company's FoxPro base General Ledger and Manufacturing software: SBT and TIW/Workshop
- Maintain the company's internet connections and software, assist in implementation of planned improvements
- Maintain the company's Exchange Server, create email address, control message flow, optimize mailbox storage, manage mailbox database, and oversee copier machines

- User support including but not limited to being the initial point of contact for user hardware or software problems
- Perform hardware installation and maintenance such as for user workstations, server hard drives, tape backups, network cards, hubs and connections, modems, network cards, and printers
- Work closely with outside consultants and vendors for Network, SBT, TIW and Internet
- Develop written policies and procedures for use of company hardware and software by users
- Develop written policies for key system procedures for day to day operations, troubleshooting, and back up procedures
- Interface with Accounting and Human Resources personnel to develop requested reports, links, and improve existing applications
- Develop written policies for Internet and email use by company employees
- Learn and perform test installation of new manufacturing software
- Manage the company's telephone system
- Train users on new software products
- Will help implement new ERP / WMS system next year
- Will implement CRM system in next 1-2 years
- Oversee and assist with transition to new software
- Operate, troubleshoot, and service Cisco video telepresence

**Requirement knowledge/Skills/Abilities:**

- Associates degree or higher in Information Systems, Computer Science, or related field preferred or equivalent on the job training and experience
  - Will consider training motivated college graduate with relevant experience or other related background and plus technical skills
- Aptitude for working well with people at all levels and diverse personalities
- Knowledge relating to management and upkeep of company server
- Ability to set up and tear down workstations and related hardware and software
- Excel in data security and possess intimate knowledge of firewall routers
- Capacity to work under pressure and with deadlines
- Possess detailed knowledge of Customer Relationship Management systems (CRM)
- Must be highly motivated and have strong problem solving ability
- Excellent verbal and written communications skills
- Must be able to work independently and work well as part of a team
- Computer experience and literacy a must. Proficient knowledge of Microsoft Office (Access, Excel, and Word)
- Ability to lift up to 40 pounds
- Flexibility and willingness to work overtime as needed and occasional weekends

**When applying, send resume, plus cover letter or note highlighting 3 specific reasons your background and/or accomplishments make you a strong candidate for this position.**

We offer an excellent benefits package, including: 401(k) match, medical, dental and vision insurance, plus company paid Long Term Disability, Life and AD&D insurance plans.

Analytik Jena US is proud to be an Affirmative Action Employer: EEO/AA Veterans/Disabled/Race/Ethnicity/Gender/Age