

ACE DISTRIBUTING

POSITION: IT SUPPORT SPECIALIST	DEPARTMENT: SYSTEM SUPPORT REPORTS TO: DIRECTOR OF INFORMATION SYSTEMS STATUS: NON – EXEMPT DATE: 1/28/2019
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WHAT WILL I BE DOING?

In your role as IT Support Specialist, you will be part of our success by:

- Troubleshoot and resolve issues with Windows and Macintosh OS.
- Support services for Microsoft related technologies: Windows operating systems, office, mail clients, end user desktop environment, remote access and access resources.
- Configure new users to the domain, setup appropriate hardware, software logins, and securities according to policies and established deadline.
- Install, maintain, diagnose, and resolve software, desktop, server system problems and network related issues.
- Assist end users with the operation and functionality of software applications and hardware used within the company.
- Coordinate technical support and maintenance with outside IT vendors.
- Provide ongoing support for our computer information systems and 3rd party vendor sites. Ensure all information is kept confidential, accurate, and up-to-date.
- Ensure that technology is used to automate and streamline process and procedures wherever possible.
- Maintain documented tracking and inventory of equipment (phones, multi-function machines, postage equipment, tablets, scanning devices, etc.), licenses, contracts, training manuals and SOPs.
- Monitor computer information system(s) to ensure data integrity and report compliance.
- Keep abreast of application(s) developments and future technologies of operational importance to the company and participate in developing and setting standards as directed.
- Contribute to process development and best practice. Look for ways to improve resilience, performance and supportability.
- Provide data support in various formats through computer information systems (ie: reports, spreadsheets, websites, etc.)
- Follow up on progress and resolutions of technical issues and document all pertinent information for future reference and historical data.
- Coordinate and communicate, at a high level, in order to absorb pertinent information.
- Provide appropriate and pertinent testing, training, and implementation of technology related projects.
- Perform all duties with strict focus on confidentiality.
- Ability to be flexible with schedule to accomplish job functions which may include working off-hours and weekends for projects.
- Perform all duties in conformance to appropriate safety and security standards.
- Provide a consistent, positive image of Ace Distributing, its executives and employees to both in-house and outside public.

WHAT DO I NEED TO DEMONSTRATE?

As well as a strong desire to learn and succeed in this position you must be able to meet the following requirements:

Required:

- Education: Professional IT Certifications, such as: Associates degree or equivalent experience, Microsoft MCP, MCSA, or MCSE, SonicWall CSSA, Cisco CCNA, or VMware VCP
- 2 years relevant experience is preferred
- Windows OS (7, 8 & 10) and Macintosh OS multi-platform experience required
- Experience with Windows Active Directory User management, basic network troubleshooting skills, and Cisco switching
- Experience working with Route Accounting systems, Accounting software, and Office 2013 & newer
- Experience with Apple iPads & iPhones setup, troubleshooting and mobile device management
- Experience with spyware and virus removal, software configuration, tuning and security
- Diagnosis skills of technical issues
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Technical awareness: ability to match resources to technical issues appropriately
- Superior communication skills (both written and verbal) and able to present information clearly and concisely to be understood by a variety of audiences.
- Good knowledge of the desktop and computer information systems and a commitment to technological excellence in support of our business needs.
- Ability to retain process knowledge and apply towards understanding integration impact with existing and new processes.
- Experience working in a fast-paced, highly organized work environment.
- Ability to establish and maintain effective working relationship with colleagues and external contacts.

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- Confident in own ability and judgement and willing to be personally accountable.
- Critical thinking and multi-tasking.
- Conflict Management.
- Strong interpersonal skills.
- Ability to identify and utilize resources to find a solution.
- Perform effectively under frequent interruptions and complete work in a timely manner.

WHAT ELSE DO I NEED TO KNOW?

- The job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties as assigned, might be part of the job. This job description does not constitute an employment contract; the employment relationship between Ace Distributing and the employee is an at-will relationship.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, disability, religion, national origin, gender, gender identity, gender expression, marital status, sexual orientation, age, protected veteran status, or any other characteristic protected by law. Where required by federal, state law and/or city ordinance; this employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

PRINTED NAME AND SIGNATURE

DATE