



JOB DESCRIPTION

JOB TITLE: IT Technician

FLSA STATUS: Non-Exempt

SUPERVISOR'S TITLE: Information Security and Technology Manager

General Summary: Responsible for configuring, deploying, and monitoring both server and desktop environments while ensuring company policies, goals and operation objectives are met. Also supports and troubleshoots daily personnel IT issues along with any other tasks necessary to complete such work.

Essential Duties and Responsibilities:

- Responsible for day-to-day support of technology such as but not limited to computers, printers, copiers, security cameras, phones, software, various Microsoft suites, network support, and company website management
- Installing, troubleshooting, and maintaining equipment
- Provides education to fellow employees to increase product workflow
- Setup new accounts, complete new user orientation, reset passwords, unlock accounts
- Understand how our computer systems and software operate and the ability to work with the vendors and consultants to resolve any problems
- Inventory and lifecycle management of technology assets
- Installation, termination and maintenance of Ethernet and fiber cables and connectors
- Service ticket management and documentation

Required Knowledge, Skills, and Abilities: Must possess excellent communication skills, time-management skills, multi tasking, detail-oriented, computerized equipment knowledge, above normal computer skills and problem-solving skills. Knowledge of current Windows desktop platforms and Windows Servers. Practical understanding of TCP/IP, DNS, QOS and DHCP.

Education and Experience: Certificate or Associates degree (minimum) in technical field or the equivalent. Minimum of 1-3 years' experience preferred.

Physical Requirements: Must also be able to perform the following physical requirements, either with or without reasonable accommodation, which also constitute essential functions of the position:

- Ability to lift 40 lbs.
- Able to work within facilities and outdoors, with exposure to large moving equipment, chemicals, loud noises, vibrations, dusty conditions, extreme temperatures
- Operate and manage general office equipment
- Able to freely access all areas of Company premises, including going up and down stairs
- Ability to climb and maintain balance on ladders and elevated walkways and work at heights of at least 30 feet but may extend to 175 feet such as top of grain leg (wireless radio transmitter, cameras, WiFi).

- Some technology out in the plant may need some safety precautions.
- Operate the JLG, fork lift, scissor lifts
- Pushing and pulling usually with both hands such as pulling wire for a project.
- Occasional use of Homeland supplied power tools such as but not limited drills, grinders. Use of various hand tools such as wire cutters, screwdrivers.
- Regular overhead work when installing, managing and troubleshooting various technologies and hardware
- Frequent bending, stooping, crouching, kneeling, reaching, twisting and forward-bend standing.

Working Conditions: Standard office setting, some exposure to dust. With work performed outside the office setting, work may be performed outdoors, in the plant, with exposure to dust and other particles, various weather conditions, various temperatures, loud noises, vibrations and other extremes. Hours may vary dependent upon project or task scope.

While this job description attempts to identify a number of essential functions required of the position and offers various examples of the kinds of physical demands required, it does not list all the duties of the job and other duties may be required or assigned. Additionally, this job description is in no way a contract of employment and it does not affect the at-will nature of any employment relationship.

EOE