



Plastics • Rubber • Industrial Textiles • Metal • Electronics • Assemblies • Motors

4170 Ashford Dunwoody Road, Suite 375 ■ Atlanta, Georgia 30319 ■ O (404)252-9441 ■ F (404) 252-9442 ■ info@ewmfg.com ■ www.ewmfg.com

East West Manufacturing - JOB DESCRIPTION ***IT Technical Support Staff – ATLANTA, GA***

FLSA: Part Time (20-25 hours per week)

EEO Category: Professionals

Salary Grade:

Created: 08/13/2014

Last Revised: 08/13/2014

Purpose:

IT Tech Support will troubleshoot, diagnose, and fix technical issues for office staff of 30 people. Issues can include but are not limited to, resolving username and password issues, uninstalling/reinstalling software, VOIP phones, network issues, email troubleshooting, equipment trouble failures or hardware trouble, setting up new employee equipment. Candidate will learn ERP Software and other legacy systems to help end users navigate applications. Some Business Intelligence and Business Analysis report generation will be required.

Reports to: IT Manager

Duties, Functions and Responsibilities:

Essential duties and functions may include the following. Other related duties may be assigned.

1. Strong communication skills and attention to details.
2. Deliver service and support to end users.
3. Diagnose and resolve technical hardware and software issues by evaluating and analyzing the symptoms involving internet connectivity, hardware trouble, email, VOIP, SQL, SQL Reporting Services, and Visual Studio.
4. Knowledge of business processes and procedures.
5. Willing to jump in and learn new software.
6. Interact with end users to provide and process information with concerns and requests.
7. Gather end user information and determining the issue by evaluating and analyzing symptoms.
8. Research required information using available resources.
9. Identify and escalate priority issues.
10. Redirect problems to appropriate resource.
11. Offer alternative solutions to end user when appropriate.
12. Follow-up where necessary.
13. Stay current with system information, changes and updates.

Responsibilities - Supervisor and/or Leadership Exercised:

None

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Proficient in Microsoft Office.
- SQL/Relational database experience.
- SQL Reporting Services.



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- Programming Experience in VB.Net or C#.
- Visual Studio 2012 or 2013 experience.
- Ability to speak and write clearly and accurately.
- Skill in handling multiple tasks and prioritizing.
- Knowledge of relevant software and computer applications and equipment.
- Effective listening skills.
- Willingness to co-operate with others and work to the greater good.
- Demonstrate proficiency in typing and grammar.

Minimum Qualifications:

- Education: B.S. from an accredited four-year college or University with major course work in Computer Science, or in a field related to the job.
- Could be currently enrolled in or working towards B.S. In Computer Science or related field.

Licenses and Certifications Required:

NA

What you can expect from us:

We are a global contract manufacturing company. We help companies become more competitive by producing their components or assemblies to high quality standards in countries where it makes the most sense. We focus on engineered products and have our own operations in the US, China, Vietnam, and India. We have an open office environment and will provide a laptop, heated/cooled professional work space, and free parking inside the Perimeter.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.