



POWER ENGINEERING AND MANUFACTURING, LTD.

Infrastructure Support

Department:	QA & Technical	Job Status:	Full-time
FLSA Status:	Non-exempt	Travel required:	Occasionally
Grade/Level:	T3	Reports to:	IT Supervisor

POSITION SUMMARY

Responsible for the support of computer network operations and other technology-based infrastructure.

ESSENTIAL FUNCTIONS

Job-specific functions:

- Assist the Computer Support Technician, as needed, in utilizing the existing IT ticket system to provide technical assistance to computer users. Follow up with users to ensure issues have been resolved.
- Provide support for organization, installation and ongoing maintenance of computer systems, including local area networks (LANs), wide area networks (WANs), network segments, intranets, and other data communication systems.
- Will directly assist the IT Supervisor with the testing and development of new and/or upgraded IT systems.
- Monitor correct system operations and detect errors in IT systems.
- Assist with the installation of hardware and software, as well as needed upgrades and repairs.
- Maintain network and computer system security hardware and software to ensure that all systems are operating correctly.
- Test/monitor system performance, and collect/analyze data to evaluate the network's or system's performance and provide input into the development of system changes which would increase the performance of company infrastructure.
- Train users on the proper use of hardware and software when necessary
- Identify, troubleshoot, diagnose, and resolve problems with response relative to appropriate priority when a user or an automated monitoring system lets them know about a problem.
- Maintain logs and documentation related to network functions, as well as maintenance/repair records, inventories, and operation and backup procedures.

POSITION QUALIFICATIONS

Skills required:

Network architecture	Network planning documentation
Computer programming	Computer/printer/peripheral repair
System-monitoring & testing	Systems integration
Backup schedules and systems	Needs assessment
Technology conflict management	Working documentation
Training development	Data-driven decision-making
Need-assessment	Risk-assessment
Time-management	Resource management

Competencies required:

Detail Orientation	Adaptability
Accuracy	Continuous Improvement/Problems Solving
Accountability	Alignment with Company Goals
Safety Awareness	Procedure/Standard-Oriented

EMPLOYMENT EXPECTATIONS

Support: Company mission, vision, & goals, the chain of command, internal/external customers, & other staff.

Productivity: Stay on task, follow the schedule, improve throughput, help others be productive.

Attendance: Follow all attendance policies and maintain a positive attendance rating.

Process/Product Quality: Follow & develop procedures and complete work correctly the first time.

Company Policy: Comply with all company and departmental policies and directives.

Safety/Working Conditions: Work in a safe manner and maintain a safe work environment.

Property/Equipment: Properly maintain materials and use them only for their authorized/intended purpose.

Behavioral Expectations: Demonstrate the willingness and ability to exhibit positive character traits and values when performing daily activities and while interacting with others on the job.

OTHER REQUIREMENTS

Physical demands:

Stand	Occasionally	Lift/Carry	
Walk	Occasionally	11-20 lbs	Occasionally
Sit	Frequently	21-50 lbs	Occasionally
Handling/fingering	Frequently	51-100 lbs	N/A
Reach outward	Occasionally	Over 100 lbs	N/A
Reach above shoulder	Occasionally	Push/Pull	
Climb	N/A	12 lbs or less	Occasionally
Crawl	N/A	13-25 lbs	Occasionally
Squat or Kneel	N/A	26-40 lbs	N/A
Bend	N/A	41-100 lbs	N/A

N/A	Activity is not applicable to this occupation.
Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other physical requirements:

Ability to wear Personal Protective Equipment (PPE) (Glasses, Footwear)

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Employee signature: _____ **Date:** _____