



IS SYSTEMS SUPPORT SPECIALIST

DIVISION:	US	JOB CODE:	2346
LOCATION:	Corporate	JOB FUNCTION:	IT & Systems
DEPARTMENT:	Information Systems	FLSA STATUS:	Nonexempt
REPORTS TO:	Manager, Endpoint Computing and Support	EFFECTIVE DATE:	05/23/25

JOB SUMMARY

Support the installation, configuration, and maintenance of systems and applications, to ensure optimal performance and reliability. Assists in the management of end user accounts and effectively resolves technical issues. Partners with Information Systems (IS) and team members across all levels, to support and enhance the use of technical systems and applications.

QUALIFICATIONS

Education/Experience

Bachelor's degree in Information Systems, Computer Science, or related field; plus, a minimum of three (3) years of progressive experience in application administration; or equivalent combination of education and related experience.

Information Technology Infrastructure Library 4 (ITIL 4) or Microsoft certification, and experience with SolidWorks, including PDM management/deployments and AutoDesk CAD Software support a plus.

Knowledge/Skills/Abilities

Systems Support. Advanced knowledge of software systems, databases and integrations. Proficient in troubleshooting and problem-solving technical issues. Ability to administer and manage access to designated systems and applications, monitor permissions, and provide technical support to end users.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization and across the globe. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to work collaboratively with international teams and different time zones.

Computer/Applications Skills. Proficient MS Office/365 computer skills, including Word, Excel and PowerPoint and SharePoint. Working knowledge of Microsoft Management Experience, Entra and In Tune. Familiarity with Exchange, both on prem and online.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Displays willingness to make decisions and work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Ability to work collaboratively within a matrix environment. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Highly organized, detail oriented and self-disciplined.

Professional Investment. Demonstrated commitment to personal professional development and life-long learning.

Travel. Ability to travel by land and air, both domestic and international, up to 20%. Valid US passport or ability to obtain.



ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Oversee the installation, configuration, and maintenance of enterprise applications.
2. Regularly monitor systems performance and conduct routine diagnostics to ensure optimal functionality.
3. Partner with developers, IS team members and key stakeholders to gather requirements, implement improvements and resolve system issues.
4. Plan and implement software updates, patches, and upgrades in alignment with business needs and best practices.
5. Create and maintain clear document procedures, configurations, and user manuals for supported applications.
6. Respond to and resolve escalated helpdesk tickets, ensuring timely and effective support for end users.
7. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
8. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
9. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
10. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
11. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
12. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
13. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, the team member will generally work in an office environment with exposure to a manufacturing environment that may present loud noise, moving mechanical parts, and fumes or airborne particles. Personal Protective Equipment (PPE) including approved footwear, respirators, and safety glasses/goggles may be required.



Team Member's Signature