



## IS SUPPORT ANALYST I

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DEPARTMENT:	Information Technology	REPORTS TO:	Regional IS Manager (RISM) – USA
DIVISION:	USA	FLSA STATUS:	Non-Exempt
JOB CODE:	2334NE	EFFECTIVE DATE:	5/9/2024

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### JOB SUMMARY

Performs installations, troubleshooting, building of endpoints, and repairing of endpoints and other Information Systems (IS) equipment. Resolves user problems and corrects operation of endpoints and other IS equipment as required. Assists other IS team members by working on projects and taking on more complex troubleshooting.

### QUALIFICATIONS

#### Education/Experience

High school diploma required. Experience in PC support is preferred, experience working in an Information Systems (IS) department is beneficial. Microsoft and IS certifications would be a plus.

Valid US driver's license or ability to obtain.

#### Knowledge/Skills/Abilities

Customer Support. Ability to effectively troubleshoot and complete helpdesk tickets submitted by internal customers in a timely fashion. Ability to provide a high standard of customer support, including an understanding of user needs and providing logical and clear solutions.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations.

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 consult with stakeholders, explain technical details and provide exceptional customer service to users.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products and Windows Operating System. Demonstrated ability to support the following is an advantage: Windows Operating System, MS Office products, basic networking/Wi-Fi, PC hardware support.

Core Business Skills. Ability to exercise sound judgement and discretion in handling proprietary and confidential information. Ability to 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. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Professional Investment. Demonstrated commitment to own personal professional development and learning.

Flexibility/Travel. Exhibit flexibility in work schedule and perform beyond a normal workday. Ability to travel up to 20% primarily within the US. Valid US driver's license and US passport or ability to obtain.



## **ESSENTIAL FUNCTIONS/RESPONSIBILITIES**

1. Perform IS Support Analyst Tier 1 responsibilities to include:
  - a. Liaising with and providing support via the helpdesk system to end users and staff on endpoint usage.
  - b. Under direction and following all company standards:
    - i. Installing, configuring, testing, maintaining, monitoring, and performing limited troubleshooting on end user endpoints and other IS equipment.
    - ii. Installing, configuring, testing, maintaining, monitoring, and performing limited troubleshooting associated with end user approved software.
  - c. Performing on-site information gathering required for diagnosis of IS problems for end users and passing to higher level staff for further analysis as required.
  - d. Receiving and responding to incoming messages regarding endpoint and/or hardware problems.
  - e. Monitoring and testing endpoint performance and provide endpoint performance statistics and reports as required.
  - f. Preparing documentation as required.
2. 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.
3. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
4. 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.
5. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
6. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
7. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
8. 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.*

While performing the duties of this job, the team member is regularly required to talk, hear, and see. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. 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. Must be able to wear Personal Protective Equipment (PPE), such as safety shoes, glasses, and hearing protection.

## WORKING ENVIRONMENT

While performing the essential responsibilities of this position, team member will generally work in an office environment which is indoors, climate controlled and with adequate and adjustable lighting. Visits to manufacturing sites where Personal Protective Equipment (PPE) may be required due to exposure to fumes or airborne particles, moving mechanical parts such as overhead cranes, vibration, and moving vehicles. The noise level in manufacturing plants are often higher decibels. Travel via land and air primarily domestic, up to 20% of the time.

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Team Member's Signature

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Date

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Manager's Signature

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Date