



IS SUPPORT ANALYST 1

DEPARTMENT:	Information Technology	REPORTS TO:	Regional IS Systems Manager
DIVISION:	USA	FLSA STATUS:	Non-Exempt
JOB CODE:	2334NE	EFFECTIVE DATE:	05/09/2025

JOB SUMMARY

Perform installations, troubleshooting, building of endpoints, and repairing of endpoints and other Information Systems (IS) equipment. With guidance, resolve user problems and correct operations of endpoints and other IS equipment per company requirements. Assist other IS team members by working on projects and taking on more complex troubleshooting.

QUALIFICATIONS

Education/Experience

High school diploma required.

Prior experience in PC support and working in an Information Systems (IS) department, strongly preferred.

Microsoft and IS certifications, a plus.

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, including but not limited to:
 - 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, installing, configuring, testing, maintaining, monitoring, and performing limited troubleshooting on end user endpoints and other IS equipment, and 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 needed.
 - d) Receiving and responding to incoming messages regarding endpoint and/or hardware problems.
 - e) Monitoring and testing endpoint performance and providing endpoint performance statistics and reports.
 - f) Preparing technical documentation, as needed.
2. Continuously maintain a safe, clean and organized work area.
3. 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.
4. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
5. 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.
6. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
7. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
8. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
9. 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

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, Team Member generally will work in an office environment. Occasional work in a manufacturing environment with frequent exposure to loud noise, moving mechanical parts, and fumes or airborne particles, and periodic exposure to outdoor environment through open



doors. PPE (Personal Protective Equipment) such as approved footwear, respirators, safety glasses/goggles, may be required.

Team Member's Signature

Date

Manager's Signature

Date