

THE MONARCH CEMENT COMPANY
Job Description
Technical Support Analyst

REPORTS TO: IT Director

NOTE: Statements included in this description are intended to reflect the general duties and responsibilities of the position and are not intended to be all inclusive.

JOB SUMMARY (This is a Non-Exempt Position)

The Technical Support Analyst is a key role within our organization, providing technical assistance to a diverse group of system users in person, by phone, electronically, and through remote access. This role is also responsible for assisting engineers as time allows. Professionalism and communications skills are very important to this role. A person in this position must be organized, professional, presentable, have a pleasant personality and be comfortable interacting with all types of people in a professional courteous manner. Confidentiality, reliability and integrity are a must. This role has more advance technical skills than the IT Support Technician II role.

ESSENTIAL FUNCTIONS

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Participates in education and development of IT Support Technician I and II team members
- Perform analysis and determine client problems, and document these issues
- Assist customers by performing analysis of various issues relating to LANs, WANs, desktop computers, Internet connectivity and the installation of hardware and software
- Offer recommendations on how to improve the support process
- Be on time to work each day at the correct location as scheduled
- Adhere to all company policies and procedures
- Work effectively with minimal guidance both in an individual and in team environment
- Adheres to all safety requirements and procedures including wearing required safety equipment and clothing
- Set priorities, plan and organize tasks
- Attention to detail and organization
- Maintain confidentiality and shows discretion
- Ability to be adaptable and flexible
- Attendance at training sessions and other group meetings/collaborations along with providing input, feedback, resolutions, issues, ideas and the alike
- Ability to read technical manuals in English, confer with users and conduct technical diagnostics in order to investigate and resolve issues along with providing technical assistance and support to users in a timely fashion
- Actively listen to user questions, comments and issues and provide correct knowledgeable information or solutions
- Traveling as necessary
- Confer with staff, users, and management to establish requirements for new systems or modifications

- Knowledgeable of entering correct commands along with observation of the system to verify correct operations and detection of errors
- Perform minor repairs to hardware, software, and peripheral equipment
- Refers complex issues, major hardware issues, and defective products to IT Engineers for service and or guidance
- All other duties as assigned

COMPETENCIES

- Attendance and punctuality
- Professionalism
- Interpersonal skills
- Customer service
- Motivation and initiative
- Practical thinking
- Technical skills
- Personal effectiveness/credibility
- Problem solving
- Oral, written and electronic communication
- Detailed oriented
- Safety and security
- Stress management
- Consistency and reliability
- Adaptability and flexibility
- Organizational support
- Teamwork
- Ethics and diversity

This position **has no** supervision responsibilities.

EDUCATION AND EXPERIENCE REQUIRED

Basic Requirements, Education and Experience:

- Education or experience that will allow successful performance and completion of the duties required of the position
- Previous experience in IT Support role
- Ability to pass all required testing and entry level requirements of The Monarch Cement Company
- Possesses a valid driver's license along with the ability to operate a personal or company vehicle
- Ability to speak and communicate in fluent English
- Knowledge of principles and processes for providing quality customer and personal services
- Strong telephone and interpersonal contact skills with a wide variety of diverse individuals required
- Skilled in the use of computers and computer software
- Willingness to travel as a part of the job function with some overnight stays required

Additional Preferred Eligibility Qualifications:

- Knowledge of computer hardware and software
- Associates degree or technical certificate

AA/EEO Statement:

As a federal subcontractor, the Company shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a) and 60-741.5(a); and 29 CFR Part 471, Appendix A to Subpart A incorporate herein reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin or any other protected class covered under federal or state law. The regulations also protect applicants and employees from discrimination for inquiring about, disclosing or discussing pay information. Moreover, if applicable, these regulations require covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PHYSICAL/MENTAL DEMANDS TECHNICAL SUPPORT ANALYST

The physical/mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Work Environment: The work environment characteristics are representative of those an employee may encounter while performing the essential functions of this position. A significant percentage of time will be spent indoors in a quiet office atmosphere or other assigned areas – a regular telework schedule will not be considered.

Physical/Mental Demands:

The physical/Mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

While performing the duties of this position the employee is regularly required to sit, stand, walk, stoop, kneel, crouch, climb, bend, crawl, use hands, fingers and arms as well as to speak and hear efficiently.

- Exert over 60 pounds occasionally, and/or
- Up to 60 pounds of force frequently, and/or
- A negligible amount of force constantly to move objects

Position Type/Expected Hours of Work:

This is a full-time position. Standard days and hours of work are Monday through Friday 8 am to 5 pm with occasional overtime.

Travel:

Some travel to various work sites and the plant may be required.