



## **IT Administrator**

**VJ X-Ray LLC is the global leader in developing and manufacturing integrated x-ray sources and high voltage generators. Our mission is to be uncompromising in pushing the boundaries of component design and manufacturing for every OEM partner.**

This key role is responsible for providing outstanding Information Technology service to all employees and customers.

### **Job Description:**

- Install, configure, repair, and maintain desktop computers, laptops, tablets, printers, phones, smartphones, software deployment, security updates and patches for internal users and potentially, customers.
- Respond professionally to user issues via phone, email, computer chat and in-person.
- Research, troubleshoot and resolve hardware, software, server, network and telephone related issues.
- Escalate issues to the next tier of support as required.
- Manage support tickets in a timely manner.
- Follow-up with users to ensure issues are resolved and document issue resolution.
- As part of a team, create and maintain a knowledge database to train users to be able to help themselves to resolve basic issues.
- Train employees and customers on IT related topics, as necessary.
- Travel to other VJ Group entities or customer sites to troubleshoot, repair, install, upgrade, and/or test hardware and software.
- Train to be a primary point of contact for technical questions and issues that may arise with the company's ERP system.
- Safety sensitive position.

### **Essential Skills:**

- Associate's degree with a minimum of two years related experience. A degree in Information Technology, Computer Science or related discipline is required.
- Minimum two years of experience in a technical support or computer configuration/test/build role
- Knowledge and understanding of IT industry standard tools such as ticketing systems, remote access, system monitoring, etc.
- Proficiency with all current Windows Operating Systems and MS 365
- Excellent written and oral communication skills accompanied by well-established organizational and multi-tasking skills
- Strong analytical and problem-solving abilities with a keen attention to detail
- Self-motivated team player who is also able to work independently
- Availability for flexible working hours to support or travel to national and international

locations.

- Understanding of ERP systems

#### **Non-Essential Skills:**

- Bachelor's degree (preferred)
- Server and network experience
- Familiarity with SonicWall networking technologies
- CompTIA or other IT certifications

#### **Physical & Mental Demands:**

- Regularly required to sit, walk, bend, stoop and stand within both an office and an industrial environment.
- Will need to repeatedly use hands & fingers to operate basic office equipment
- Expected to effectively communicate in person, on phone, and via email and other electronic devices on a continual and repetitive basis.
- Responsibilities could require lifting, moving, staging, and placing of materials up to 50 pounds alone and heavier with assistance.
- Vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Must be able to fulfill essential job functions in a consistent state of alertness and safe manner.
- May be required to travel, domestically and internationally, by car, train or by air. Overnight stays may also be required.
- On a regular basis, will be required to:
  - use electronic, written and oral communication skills
  - read and interpret data, information and documents
  - analyze and solve non-routine and complex office administrative problems
  - be creative, make judgements, use reasoning and make decisions
  - observe and interpret situations
  - learn and apply new information or skills
  - perform detailed work on multiple, concurrent tasks
  - work under intensive deadlines with frequent interruptions
  - interact with internal and external customers holding positions from a wide array of disciplines and organizational hierarchy levels
- May need to communicate and effectively manage dissatisfied or frustrated customers and/or interface with difficult/demanding individuals.

*This job description is not all inclusive and is subject to change at any time. VJ X-Ray LLC provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, physical or mental disability, veteran status, marital status or any other characteristic protected by state, federal, or local law. The company takes affirmative action to ensure that applicants and employees are treated during the application process and post hiring employment without regard to any of these characteristics. Discrimination of any type is not tolerated.*