



POSITION DESCRIPTION

POSITION TITLE: IT Support

FLSA Status: Non-Exempt

DEPARTMENT: IT

REPORTING RELATIONSHIPS

POSITION REPORTS TO: IT Manager

POSITIONS MANAGED: None

POSITION PURPOSE

The IT Support position serves as a primary point of contact for technology support across the organization, providing timely and effective assistance to employees with hardware, software, systems, and communication technology. This role is responsible for troubleshooting and resolving support requests, escalating complex technical issues when appropriate, and supporting employee onboarding through the preparation, configuration, and distribution of technology equipment. The position also supports IT security initiatives, telecommunications, system monitoring, technology purchasing, and other day-to-day IT needs. Working closely with IT Operations and employees across multiple locations, this role helps ensure reliable, secure, and efficient technology support throughout the organization. The IT Support position will contribute to a positive team atmosphere and will apply all internal guidelines in a fair and consistent manner.

POSITION QUALIFICATIONS AND JOB DUTIES

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. High school diploma or equivalent work experience; advanced technical training, certifications, or additional education in Information Technology, Computer Science, or a related field preferred
2. 3+ years of experience in IT support, desktop support, help desk, systems support, or a related technical support environment
3. Strong working knowledge of computer hardware, Windows operating systems, software applications, network connectivity, communication devices, and common workplace technology
4. Experience troubleshooting and resolving hardware, software, peripheral, connectivity, and user-related technical issues
5. Experience utilizing an IT ticketing or service management system to document, track, resolve, and escalate support requests
6. Strong diagnostic, troubleshooting, and problem-solving skills with the ability to identify root causes and determine appropriate solutions or escalation paths

7. Strong customer service and communication skills with the ability to explain technical information clearly to employees with varying levels of technical knowledge
8. Strong organizational skills with the ability to manage multiple priorities, respond to support needs in a timely manner, and maintain accurate documentation
9. Ability to work effectively both independently and collaboratively with IT team members and employees across multiple departments and locations

JOB DUTIES:

1. Serve as a primary point of contact for employee technology support, troubleshooting hardware, software, computer systems, network connectivity, peripherals, mobile devices, telecommunications systems, and other technology-related issues.
2. Create, manage, resolve, document, and appropriately escalate support requests through the IT ticketing system while maintaining timely communication with users.
3. Configure, image, deploy, maintain, and troubleshoot new and existing Windows-based computers and related technology equipment.
4. Support employee onboarding by preparing, configuring, and distributing computers and other required technology equipment and assisting employees with initial technology setup.
5. Provide technical orientation, guidance, and ongoing support to employees across multiple offices, locations, and manufacturing facilities regarding software, computer equipment, and other technology resources.
6. Create, maintain, and update knowledge base documentation, troubleshooting procedures, and user support resources to reflect current issues, solutions, and IT processes.
7. Monitor designated servers, systems, and technology environments, identify potential issues, and coordinate with or escalate matters to IT Operations when additional support is required.
8. Assist IT Operations with system implementations, technology upgrades, projects, and other IT initiatives as needed.
9. Support the administration of the organization's security awareness program, including KnowBe4, and assist with monitoring and responding to employee phishing reports.
10. Support spam filtering and email security efforts to help identify and reduce malicious or unwanted email.
11. Provide support for desk phones, softphones, cell phones, and other communication devices and services.
12. Coordinate technology equipment and software purchasing needs for employees in accordance with established IT standards and processes.
13. Maintain current knowledge of supported operating systems, software applications,

technologies, security practices, and IT support procedures.

14. Serve as a knowledgeable technical resource for employees and IT team members within assigned areas of responsibility.
 15. Develop and maintain effective working relationships with employees, IT team members, and other departments to support consistent and efficient technology services across the organization.
 16. Stay informed of relevant technology developments and trends that may impact supported systems, users, or business operations.
 17. Other Duties: Please note, this job description is not designed to cover or contain a comprehensive listing of 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.
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CORE COMPETENCIES

1. **Professionalism** – Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
3. **Patience** – Allows others to make mistakes without a negative reaction, allows others to learn or understand at their own pace, listens to others before forming a response, and takes the necessary time to work through obstacles.
4. **Project Management** – Completes appropriate number of projects within the given timeframe.
5. **Diligence** – Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
6. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
7. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication.

Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.

8. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
9. **Innovation** – Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, and effectively presents ideas and information.
10. **Organizing & Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems, and develops contingency plans.
11. **Problem Solving & Decision Making** – Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
12. **Results Oriented** – Maintains an appropriate focus on short- and long-term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persists until the goal is reached.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-30 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to position self to reach all areas of computer locations and servers, including under and above
6. Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform

job duties outside of the typical office setting.

2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retain the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.