



JOB DESCRIPTION

Job Title:	IT Technician	Dept:	Information Technology
FLSA:	<i>Salary</i> Non-Exempt	Issue Date:	02/25/02
		Revision Date:	06/08/2017

Note: Direct reporting structure is based on division organization charts.

Key Areas of Responsibility (Answerable for the following end results)

- Support production in reducing / eliminating equipment and tooling downtime or scrap utilizing good analytical methodologies.
- Maintain and enhance production broadcast systems, error-proofing systems, printers and customer interface / communication (hardware & software).
- Maintain back up hardware and software for production based broadcast systems, error-proofing systems, printers and customer interface / communication (spare parts).
- Support departmental projects, VA/VE and/or Six Sigma activities.
- Develop and maintain production / broadcast system instructions and /or disaster recovery records (hardware & software).
- Document all activities as required.
- Adhere to all company guidelines for Emergency Evacuation to ensure employee safety.
- Any additional responsibility deemed necessary by management.

Limits of Authority

- Advise Department Management of those situations that may pose a significant risk to the program, product assurance, facilities, and employee safety or customer satisfaction results.
- Initiate actions to prevent the occurrence of any nonconformance relating to product, process & systems.
- Identify and record any problems relating to the product, process or system.
- Initiate, recommend or provide solutions through appropriate channels and verify implementation.
- Control further processing and delivery of nonconforming product until the deficiency is corrected.
- Initiate project RFQ's with supporting documentation to be signed.
- Quote / negotiate pricing and timing from vendors for equipment and tooling.
- Monitoring and enhance security systems.

Basic Education, Experience and Skills Required

- High School Diploma or equivalent with 1 to 2 year minimum college education or equivalent combination of education and experience.
- Minimum 2 - 4 years related experience in manufacturing and assembly operations.
- Proficient in Microsoft applications, such as: (Windows NT, 2000, 98,SQL Server, Office, Notes, Crystal Reports, TCP / IP, Printers, and RF, Switches, Routers & Raid).
- Possess excellent leadership abilities, organizational and communication skills.
- Able to maintain confidential information.

Dakota University Training (Minimum Requirements)

- Dakota Orientation
- Safety Training
 - Environmental Mission Statement
 - Evacuation Route
 - Significant Aspects Overview
- Dakota Vision and Culture
- Departmental Training
 - Significant Aspects Overview
 - Process 17 – Information Technology
 - Trans4M Overview
 - Clark Broadcast System
 - Scanner Trakker
- Company Training
 - BOS Overview
 - Information Technology
 - Outlook
 - Trans4M Overview
 - Purchase Requisitions

APPROVAL: _____



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- Quality Mission Statement
- Expense Reporting
- Travel Management System

Health, Safety and Physical Demand Requirements

- Normal amount of sitting and standing, average mobility to move around an office and plant environment, able to conduct normal amount of work on a computer.

Risks Associated with Job Function

- None

Travel Requirements

- Up to 25% travel may be required*
- *NOTE: During launch or extraordinary situations may be required to travel more

The above points have been explained sufficiently.

Employee's Name (Please Print)

Date

Employee's Signature

APPROVAL: _____