

JOB DESCRIPTION

Job Title:	Software Support Specialist	Job Category:	Exempt
Role:	Information & Technology Specialist	Reports to:	Information & Technology Assistant General Manager
Department/Group:	Information Technology	Travel Required:	Yes, to Kodak - less than 10%
Location:	Morristown	Position Type:	Full Time
Physical Demands	See attached document (Doc # 85)		
Education:	Associates Degree in computer-related field.		
Experience:	Five years' experience with EDI and ERP solutions		

General Description/Position Summary

Provides critical support to the IT department, focusing primarily on the software and training infrastructure. This role is integral to safeguarding the company's IT assets, thereby enabling smooth business operations and supporting various departmental needs. The specialist's efforts contribute to the overall stability of the organization's technological environment.

Job Description

ESSENTIAL JOB DUTIES

- Provide software support within the department as well as the entire organization.
- Conduct software-based training on Microsoft Excel, Power Point, iCARaS, and Syteline.
- Provide support, configuration, and administration for OTICS USA, Inc.'s Electronic Data Interchange (EDI) (Radley iCARaS) solution.
- Provide support, configuration, and administration for OTICS USA, Inc.'s ERP (Enterprise Resource Planning) (Infor Syteline) solution.
- Provide support, configuration, and administration for Loftware and its integration with OTICS USA, Inc.'s EDI solution.
- Provide support and administration for OTICS USA, Inc. Value Added Network (VAN) for the transmission of EDI data to and from customers.
- Responsible for creating end-user documentation, departmental standard operation procedures, policies, and forms to ensure clear guidance and consistency in operations.
- Responsible for the asset inventory for software including licensing.
- Administer customer and supplier web portals for company access.
- Computer software knowledge as follows: Microsoft Windows, SSL/TLS, Microsoft Azure, Microsoft SQL Server, Wireshark, SolarWinds, Python, Sophos Endpoint, Qualys, Netwrix, BrightAuthor, Lansweeper, Putty, Knowbe4, SharePoint, Microsoft Exchange, iCARaS, Microsoft Access, Linux, AWS, Google Cloud, MySQL, Nagios, PowerShell, Veeam, Microsoft Active Directory, Rapid7, Microsoft Office Suite, Adobe, IBM QRadar, Meraki, Spectrum, Power Automate, Microsoft 365, Syteline.
- Other duties as assigned.

NON-ESSENTIAL JOB DUTIES

- Provide support for both OTICS USA locations in Morristown, TN and Kodak, TN.

- Serve as a technical liaison with outside vendors to facilitate communication, address technical issues, and ensure alignment with organizational requirements and standards.
- Maintain a clean, organized, and safe work environment to ensure operational efficiency and compliance with safety standards.
- Provide support for various projects as needed, whether they are department-specific or company-wide.
- Cross-train with positions within the department to ensure versatility and coverage, enhancing team flexibility and capability across various roles.
- Conduct or attend internal and external department training on various topics as needed to enhance professional development.
- Perform other duties required and assigned to support organizational objectives.

KNOWLEDGE, SKILLS & ABILITIES

- Ability or willingness to operate a boom lift or scissor lift.
- Willing to stay current with technology and advancements for future implementation.
- Flexibility to work in multi-language environment.
- Proven ability to work independently, when needed, and manage multiple projects.
- Willing to work after hours and weekends when required and necessary.
- Verbal and written communication skills, and ability to work effectively with all levels of employees and management.
- Integrity due to the scope of the position.
- Basic hardware/software troubleshooting capabilities.
- Flexibility to travel between Morristown and Kodak plants.
- Customer service-oriented mindset in order to effectively interact with users.

PERSONAL CHARACTERISTICS

- Confidential
- Team Player
- Honest
- Integrity
- Loyal
- Handle Stress
- Positive Influence
- Reliable
- Dependable
- Hard Worker
- Trustworthy
- Detail-Oriented
- Troubleshooting & Problem Solving
- Adaptability
- Ethical
- Customer First Mentality
- Initiative
- Resilient
- Multi-tasker

ADDITIONAL NOTES

Work Environment – While performing the duties of this job, the employee is frequently exposed to work near mechanical parts, toxic or caustic chemicals and risk of electrical shock. The employee is occasionally exposed to fumes or airborne particles, extreme heat (non-weather) and vibration. The noise level in the work environment is usually moderate.

Reviewed By:		Date:	
Reviewed By:		Date:	
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