

Timbercon designs and manufactures high-reliability fiber optic, hybrid and laser cables, harnesses and assemblies for the military, aerospace, datacomm, medical and industrial markets. Our products are at the front end of the technology curve, and we bring innovative ideas through to full manufacturability.

Our IT department is responsible for supporting all computer and communication related technology for Timbercon. This involves supporting and maintaining existing applications and developing new technical solutions to support business needs. The IT Support Specialist is responsible for helping to identify, research, and resolve technical problems while providing support to end users on a variety of issues.

We need engaged and dynamic technical staff, eager to collaborate to push our performance even higher.

**We count on the IT Support Specialist for:**

- All end users have available and reliable software, network, file storage and other hardware resources, including printers and other ancillary devices.
- Prompt and cheerful resolution of staff/customer support requests received via phone, email and in person.
- Software and hardware upgrades and installations. Workstation installations completed per configuration and department specifications. Includes anti-virus and anti-malware software.
- User accounts managed.
- Good records of problems and remedial actions taken; software installations or hardware upgrades; assets and licenses.
- User training support both in person in with relevant training guides and procedures. Users understand the proper use of basic hardware and software.
- Phone system up to date, available and configured to current users and needs.
- Basic system administration on-site tasks are performed per IT defined processes and policies at the direction of IT management.

**Our IT Support Specialist will need to be competent in the following areas:**

- Windows 7 and 8, 10 operating systems and MS Office 2010 / 16 is required. Some Server OS skills.
- Desktop troubleshooting skills.
- Strong problem solving skills.
- Ability to document systems and processes.
- MCP, CompTia A+, CompTia Network+ knowledge and ability to apply in context.
- Ability to work independently and in a team environment.
- Excellent verbal and written communication skills.
- Ability to manage multiple tasks at the same time.
- Ability to work well under pressure.
- Strong attention to detail, organized, methodical.
- Strong analytical and problem solving skills.
- Strong customer service skills.
- Must be able to lift a minimum of 25 lbs frequently and up to 50 on occasion.

Timbercon offers excellent employee benefits, including 15 days PTO, 7 paid holidays, medical/dental/vision insurance, short and long term disability insurance, life insurance, FSA/CSA, Simple IRA with 3% employer matching program and tuition reimbursement for pre-qualified course work.

To apply, submit your resume and a cover letter

#### Export License Control

This position may require a deemed export control license for compliance with applicable laws and regulations. Placement is contingent on Timbercon's ability to apply for and obtain an export control license on your behalf.

Timbercon is an EEO employer. As an equal employment opportunity employer, we consider applicants for all positions on the basis of qualifications and without regard to race, color, religion, gender (sex), national origin, age, marital status, veteran status, disability, sexual orientation, use of lawful products during non-work hours and any other legally protected status.

*The above job description is not a contractual or binding document; it is provided as a guide only to the types of duties required to be undertaken. Duties may vary from time to time and so this job description will be subject to review in line with the requirements of the business. The Company will endeavor to give reasonable notice of such changes.*