



*America's premier innovator, designer and manufacturer of high-performance wire and cable with a 60-year history of providing solutions to the toughest problems in the world's most extreme environments. We excel at developing customized products, utilizing our cross-linked irradiation technology, that meet power, signal, and data transmission needs—no matter how demanding the challenge—while exceeding standards for quality, durability and safety.*

## HELP DESK TECHNICIAN / INVENTORY CONTROL

### Position Summary/Objective

As a Help Desk Technician, you will provide Tier 1 support to our customers via phone, email, and computer chat. You will ask appropriate questions and use knowledge and resources to diagnose and resolve their issues. You will escalate issues that extend beyond Tier I. Two days or 16 hours a week of this position will be dedicated to Inventory Control, running basic negative reports and performing monthly cycle counts.

### Essential Functions

#### Responsibilities for Help Desk Technician

- Manage Help Desk tickets in a timely manner
- Respond to customer issues via phone, email and computer chat
- Provide customer assistance
- Document customer interactions
- Run diagnostics to resolve customer reported issues
- Hands on connectivity testing at physical computer and switching layers
- Replace damaged computer hardware and other IT equipment as needed
- Installs new computers, printers and other IT equipment as needed
- Escalate issues to the next Tier with next level of difficulty
- Install, make changes, and repair computer hardware and software
- Scheduled daily checks on overnight processes and procedures to resolve or escalation
- Follow-up with customers to ensure issues are resolved
- 16 hours a week dedicated to Inventory control, with direct assistance to Accounting and Scheduling departments
- Daily negative inventory queries to solutions or escalation
- Monthly inventory cycle counts, discrepancies to resolve and adjustment or escalation

### Competencies

Proficiency with Window OS computers is a must and can work a variety manufacturing environment. You need to be a highly detail oriented and analytical individual to accurately capture customer interactions and close out submitted trouble tickets in a timely manner.

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Physical Demands**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Daily visits to shop floor for inventory counts and computer system troubleshooting.

### **Position Type and Expected Hours of Work**

This is a full-time position, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is expected for this position as needed.

### **Education and Experience:**

- A minimum of 2 years of experience working in a help desk environment.