



## JOB DESCRIPTION

**Title: IT Specialist**

**Date Last Modified: January 2020**

<b>Department:</b>	G &A	<b>Classification:</b>	Exempt
<b>Supervisor:</b>	Director of Customer Experience	<b>Grade:</b>	Q
<b>Status:</b>	Regular Full Time	<b>EEO Group:</b>	-

### **Position Objective:**

The IT Specialist is responsible for implementing and maintaining BioWorks technology infrastructure to reach its' strategic goals.

This individual is committed to professional development, particularly as it relates to technology, to enable continued innovation within the company. This individual ensures that hardware, software, operating systems and related procedures adhere to organizational values to best serve our customers.

### **Essential Functions and Responsibilities:**

- Actively participates in promoting, supporting and enhancing our Core Purpose, Core Values and Company Culture.
- Maintain a positive work atmosphere by acting and communicating in a manner that promotes cooperation with customers, collaborators, vendors, co-workers and management.
- Fully embraces Great Game of Business (GGOB), Scaling Up, and all strategies and activities related to financial transparency and information sharing, including timely updates to revenue goals.
- **Manage Company IT Security, Maintenance, Communications**
  - Manage outsourced IT firm responsibilities regarding security, updates, patches, tickets, etc
  - Manage and report on allocation of IT budget
  - Spec, order and oversee new equipment needs (computers, servers, software, etc.)
  - Analyze trends of monthly help desk tickets
  - Identifying and acting on opportunities to improve/update hardware, software and systems
  - Create/manage/maintain/apply IT policies
  - IT Onboarding of new team members (set up/training)
  - Train team on new technologies
  - Responsible for companywide telephone communication system
  - Data archive/storage management
- **NetSuite Administrator**
  - Design and hold on going trainings for all users
  - Keep up to speed on latest releases and assess impacts on current configuration
  - Manage API connections
  - Provides day-to-day end-user support (creating reports, dashboards, etc)
  - Create/document company policies, processes and workflows
  - Supports CRM management. Ensuring records are segmented with complete data for campaign use and data mining
  - Continually cleanse the database ensuring data accuracy
  - Load pricing/budgets and any large data
  - Manage relationship and projects associated with NetSuite ACS/Support

- **Systems Automation and Optimization Support**

- Assists in all automation and optimization (hardware and software) projects focused on efficiency and cost reduction. Always looking to create competitive advantage from our system and process points.
- Continually help evolve working practices to improve efficiency and productivity of the organization through the use of technology
- Investigating, diagnosing and responsible for resolving issues as they arise
- Identify and vet new technologies to assist the changing needs of the organization.
- Other duties as assigned

**KPI Metrics**

- Maintain minimum system health score of 98% at all times
- IT Outsourcing Expense per employee
- Hours saved through automation initiatives
- Completed IT request submission as Percentage of Total Requests

**Essential Qualifications – Education, Experience, Skills:**

- Master's or Bachelor's degree in Information Technology or equivalent experience in Information Technology
- Minimum of 6 years of hands on experience, with experience in CRM, cloud and enterprise software desired
- Good knowledge of IT operating systems
- Resourcefulness and problem-solving aptitude
- Ability to create scripting
- Knowledge of system security
- Ability to manage positive vendor relationships
- Willingness to challenge the team for optimization
- Ability to consistently exercise discretion and judgment
- Organized with project management skills
- Ability to work well with people
- Excellent written and verbal communication skills
- Ability to work under pressure and multi-task – moving from project to project with ease
- Ability to quickly learn unfamiliar topics
- Experience with managing sensitive company data

**Core Values:**

(For all employees; all of equal importance)

- OUR Team – ONE Company
- We Honor OUR Commitments
- Our Customers' Success is Our Success
- We have the RIGHT Conversations

**Physical Demands:**

- Computer keying repetitive motions
- Possible eye strain
- May require flexibility in scheduling
- Minimal travel possible

**PHYSICAL ACTIVITY CHART – IT Specialist**

<b>ACTIVITY</b>	<b>OCCASIONALLY REQUIRED</b>	<b>FREQUENTLY REQUIRED</b>	<b>List JOB RESPONSIBILITIES that require physical demands checked</b>
Standing	X		Talking with vendors and customers
Walking	X		Working with vendors, sales team, and customers to resolve and understand issues and needs
Sitting		X	Computer and phone duties
Lifting			
Carrying		X	
Pushing			
Pulling			
Climbing			
Balancing			
Stooping	X		
Kneeling			
Crouching			
Crawling			
Reaching	X		
Handling	X		
Feeling			
Speaking		X	
Hearing		X	
Seeing		X	
Depth Perception			
Color Vision	X		
Repetitive Motion		X	Keying and mouse for computer