

Hy-Line International

JOB TITLE: IT Specialist LOCATION: Hy-Line International

INCUMBENT: 1 DEPT: IT

REPORTS TO: IT Manager STATUS: Exempt

Created: March 2025 Revision Date(s):

**Statement of Purpose:**

The Hy-Line IT Specialist position will provide support and technical assistance for all users on the Dallas Center campus and outlying areas. The purpose of this role is to maximize user productivity and efficiency using technology. The candidate must possess knowledge of Microsoft Windows operating system, Office 365 products, Teams, Quick Assist/AnyDesk as well as products such as Adobe, etc. An in-depth knowledge of in-house software and database systems will be essential for troubleshooting and assisting customers with various issues. Duties include assisting customers with general computer use, responding to queries, running diagnostic programs, isolating problems, as well as determining and implementing appropriate solutions.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

* Always provide excellent customer service
* Provide technical assistance and support for queries and issues related to computer systems, software, and hardware
* Respond to queries either in person, over the phone or via remote tools
* Write training manuals
* Train computer users
* Maintain performance of computer systems
* Respond to email messages for customers seeking help
* Perform Helpdesk functions such as: Walk customer through problem-solving process
* Install, modify, and repair computer hardware and software
* Clean up computers
* Run diagnostic programs to resolve issues with LAN/WAN and other systems
* Install computer peripherals for users
* Follow up with customers to ensure the issue has been resolved
* Gain feedback from customers about computer usage
* Other duties as assigned

COMPETENCY and KNOWLEDGE REQUIREMENTS

* Associates degree in IT or equivalent job experience
* Basic knowledge of computer hardware and software including software install/un-install
* RDP, Quick Assist, AnyDesk, TeamViewer
* TCP/IP networks
* Linux, Windows and Windows server operating systems
* Microsoft Office 365; In-depth knowledge of Excel, Word and PowerPoint is a plus
* Adobe Acrobat Pro
* Teams, Zoom, GoToMeeting

Description of Physical and Mental Demands

|  |  |
| --- | --- |
| Position: IT Specialist | Department: Research |
| Developed by: R&D Systems Mgr. | Date Created/Revised: 9/22/2020 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Physical Demands  On the job time is spent in the following physical activities. The amount of time spent for each physical activity is indicated below | | | | | |
|  | None | Up to 10% | Up to 30% | 30% -60% | More than 60% |
| Standing |  |  | X |  |  |
| Walking |  |  |  | X |  |
| Sitting |  |  |  |  | X |
| Talking and/or Hearing |  |  |  | X |  |
| Using hands to handle, feel |  |  | X |  |  |
| Kneeling |  | X |  |  |  |
| Squatting |  | X |  |  |  |
| Crouching |  | X |  |  |  |
| Crawling |  | X |  |  |  |
| Reaching overhead |  |  | X |  |  |
| Reaching forward |  |  | X |  |  |
| Tasting or Smelling | X |  |  |  |  |
| Climbing Stairs |  | X |  |  |  |
| Rotating Trunk |  | X |  |  |  |
| Flexing Trunk |  | X |  |  |  |
| This position requires that weight be lifted: | | | | | |
|  | None | Up to 10% | Up to 30% | 30% -60% | More than 60% |
| Up to 10 pounds |  |  |  |  | X |
| Up to 25 pounds |  |  |  | X |  |
| Up to 40 pounds |  |  | X |  |  |
| Up to 50 pounds |  | X |  |  |  |
| Up to 75 pounds |  | X |  |  |  |
| Up to 100 pounds |  | X |  |  |  |
| More than 100 pounds | X |  |  |  |  |
| FH = Floor to Waist, H = Horizontally, O = Overhead, WA = With Assistance | | | | | |
| This position requires that force be exerted by pushing/pulling: | | | | | |
|  | None | Up to 10% | Up to 30% | 30% -60% | More than 60% |
| Up to 10 pounds |  |  | X |  |  |
| Up to 25 pounds |  | X |  |  |  |
| Up to 50 pounds |  | X |  |  |  |
| Up to 100 pounds |  | X |  |  |  |
| More than 100 pounds | X |  |  |  |  |
| WA = With Assistance | | | | | |

The typical noise level is: Hearing Requirements:

Very Quiet X Ability to hear equipment alarms

X Quiet X Ability to hear person call

X Moderate Noise X Ability to hear instructions from

Loud Noise employees or leaders

Very Loud Noise

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Repetitive Motion  On the job time requires the following hours of repetitive activities: | | | | | |
|  | 0 | 1 – 2 | 3 – 4 | 5 – 6 | 7 + |
| Repetitive use of foot control |  |  |  |  |  |
| Repetitive use of hands |  |  |  |  | B |
| Grasping: simple/light |  |  |  | B |  |
| Grasping: firm/heavy |  |  |  | B |  |
| Fine dexterity |  |  |  | B |  |
| R = Right, L = Left, B = Both | | | | | |
|  | | | | | |
| Work Environment Conditions  This job requires exposure to the following environmental conditions. The amount of time spent in these conditions is indicated: | | | | | |
|  | None | Up to 5% | Up to 30% | 30% -60% | More than 60% |
| Wet, humid (non-weather) |  |  | X |  |  |
| Near moving mechanical parts |  | X |  |  |  |
| Fumes or airborne particles | X |  |  |  |  |
| Toxic or caustic chemicals | X |  |  |  |  |
| Outdoor weather conditions |  |  | X |  |  |
| Extreme cold (non-weather) |  | X |  |  |  |
| Extreme heat (non-weather) |  | X |  |  |  |
| Risk of electrical shock | X |  |  |  |  |

VISION REQUIREMENTS:

Close vision (clear vision at 20 inches or less)

Distance vision (clear vision at 20 ft or more)

Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point

Depth perception (3-dimensional vision, ability to judge distance and spatial relationships

Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

X No special vision requirements

OTHER PHYSICAL/MENTAL DEMANDS:

X Travel is required:

X less than 50% of the time

50% of the time

More than 50% of the time

High volume workload

Mentally stressful conditions

25% or less of the time

25-50% of the time

More than 50% of the time

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Reasonable accommodations will be considered to enable individuals to perform the essential functions of the position.

I have received a copy of my position description, the responsibilities and requirements of the role and the physical/mental demands of the position. I acknowledge that I am able to perform all of the duties stated with or without reasonable accommodation. Further, I understand I am responsible for notifying my employer if any reasonable accommodations are required for me to perform my duties and responsibilities as outlined.

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Employee Signature Date Signed