

Position: IT Support Specialist

Status: Full-time – Exempt

*****This is an IN-PERSON position.*****

Join our team at Kwik Goal, a Quakertown company that strives to make the best sports and soccer equipment in the USA! We're looking for ambitious and talented individuals to support our existing team as we continue delivering the highest quality products to our customers. We take pride in the work we do and the relationships we build. Life is better when you work with the right people!

Job Description: This is a mid-level IT position that reports directly to the Chief Technology Officer. The IT Support Specialist's role is to resolve technical issues and ensure the IT department's operation is in alignment with the organization's business objectives. This position will plan, coordinate, direct, and design IT-related activities of the organization, as well as provide administrative direction and support for daily operational activities of the IT and other departments as it relates to technology.

Responsibilities include (but are not limited to):

- Support the IT department's operational and strategic planning, including fostering innovation, planning projects and organizing and negotiating the allocation of resources
- Support the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including telecommunications, servers, PCs, operating systems, hardware, software, peripherals, and Office Automation equipment
- Make recommendations for the improvement and growth of the IT infrastructure and IT systems
- Keep current with the latest technologies
- Develop, implement, and document all IT policies and procedures
- Generate reports for departments as needed
- Perform other duties as requested

Physical demands:

- Must be able to maintain a high-level walking and standing, occasional lifting, pushing, pulling, kneeling and crouching.

Requirements:

- Demonstrable experience supporting company-wide computers, servers, and systems
- Proficient with Microsoft Office products
- Working knowledge of web-based office phone systems and related phone equipment
- Hands on with fixing minor PC repairs, printer repairs, phones, etc.
- Ensure that all systems are backed up everyday
- Capable of working independently or as part of a team
- Collaborate effectively across multiple departments
- Ability to establish priorities and meet deadlines efficiently and effectively
- Excellent organizational and communication skills (written and verbal) and attention to detail
- Willingness to go above and beyond the job description and pitch in wherever necessary to get the job done

Desired Platform Experience:

- Avaya IP office and related phone equipment
- Power9 (Add user profiles, add printers, troubleshoot printers, monitor systems, etc.)
- Cognos or related data/BI tool (Power BI, Tableau, SQL) for report generation

- Microsoft Active Directory

Benefits We Offer:

- *Aetna Healthcare at \$40/month for employees (dependents are additional cost)
- **VSP Vision: we have a base and a buy up plan
- **United Concordia Dental: free for employees
- Employer paid Long Term Disability (LTD)
- 10 paid holidays throughout the year
- 7 paid days during our holiday shutdown (Dec- Jan.1)
- Holiday bonus
- Annual profit sharing
- Annual PTO (see chart below)
- 3 sick/flex days per year
- Employer paid Basic Life Insurance

*Healthcare available on day 61 of employment

**Dental, vision, LTD available on the 1st of the month following 60 days of employment

	Vacation Days	Increments
Exempt & Non-Exempt	After 90 days = 6 days	Half or full day
	Frontload Starting Year 2 = 10 days	
	Frontload Starting Year 6 = 15 days	