



MANUFACTURERS OF QUALITY BUILDING COMPONENTS

N14685 Copenhaver Ave.

Stanley, WI 54768

Phone 715-644-0765

hixwood.com

Fax 715-644-4931

Job Title IT Specialist
Reports to: Controller
Hours: Full-time

Hixwood Metal is the premier source for all your coil, blank flat stock, and slit coil needs. We specialize in supplying the industry with products that are at the top of the spectrum. We have been proudly serving West Central Wisconsin with manufacturing quality building components since 1998.

Position Purpose: Responsible for daily computer operations, setting up and removing computers and users, assisting and training computer users, assisting in the selection and installation of new computer systems, maintaining mobile phone, telephone, and voice-mail systems, and identifying the need for and implementing new technology.

The job requirements include but are not limited to the following:

Core Value Expectations:

- Actively pursue high character, high trust, and high performance personally, corporately, and in all aspects of the position.
- Provide distinctive quality and unparalleled customer service both internally and externally.
- Demonstrate and promote integrity, respect, and teamwork.
- Invite others to help you grow through living authentically with nothing to prove, lose or hide.
- Evidence humility by actively receiving teaching and mentoring.

Primary Role Expectations:

- Staff Training & Interaction:
 - Act as in-house computer system consultant by providing technical assistance and troubleshooting specific data processing needs including hardware and software problems.
 - Act as liaison between computer/software vendors and users.
 - Act as in-house telephone and voice-mail consultant by providing technical assistance and front-end troubleshooting.
 - Act as in-house mobile device and tablet device consultant by providing technical assistance and front-end troubleshooting.
- Equipment and Systems:
 - Assist with the configuration and installation of hardware, software and computer supplies.
 - Administer the voice mail and phone systems including procedure documentation, new user setup, sunset former users, security, training, and management reporting.
 - Assist in development, analysis, implementation and maintenance of new and existing software systems and techniques.
- IT Records:
 - Maintain records of data processing difficulties and corrective actions taken.



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- Assist in the invoice and budget monitoring processes.
 - Maintain accurate procedure manuals for step-by-step operations documentation of PC systems, telephone, and voice mail systems.
 - Assist with the identification and tagging of such equipment for tracking in fixed asset system.
 - IT Planning, Resource Allocation and System Integrity:
 - Work with Management in developing hardware and software standards, policies, procedures, and long and short-range strategic planning for IT needs.
 - Work with Management to research, analyze and recommend new or improved uses of technology within the system.
 - Assist in analyzing user needs on an annual or situational basis and assist in preparation of requests to include with budget requests.
 - Serve as project manager for assigned projects to help departments and divisions find, select, purchase, and implement technical solutions that will improve operations.
 - Enterprise resource planning (ERP):
 - Work with ERP Specialist to provide support to ERP users which may include:
 - Provide support for the usage of ERP systems and data.
 - Assist in extracting ERP data based on management requests.
 - Assist in the purchasing of additional software and in the planning for future expansion of ERP systems.
 - Other duties as assigned or apparent.

Qualifications:

- Strong dependability and professionalism.
- Good organizational skills and attention to detail.
- Ability to handle sensitive information and maintain 100% confidentiality.

Education and Experience Requirements:

- Associate or Bachelor's degree in the field of business administration, computer science, or management information systems or a related discipline or equivalent in work experience.
- Two years of full-time experience (or equivalent) administering Windows desktop systems.
- Two years of full-time experience (or equivalent) administering systems using Microsoft Office (Word, Excel, PowerPoint, Access, and Outlook).
- Two years of full-time experience (or equivalent) administering a Windows network with Active Directory and a minimum of fifty (50) users.
- Structured Query Language (SQL) experience is a plus.

Physical Requirements:

- Must be able to lift a minimum of 40 lbs.



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- Must be able to perform work in office, manufacturing, warehouse and outside lumberyard settings.
 - Walking, standing, climbing, squatting, bending, lifting, and kneeling are all required physical aspects of the job.

Other Aspects:

General:

- Job Type: Full-time
- Hourly w/overtime – based on experience.
- Weekly pay

Schedule:

- Present during current Hixwood hours, generally 6:30am – 4:30pm w/ some Saturday mornings.

Benefits:

- 401(k)
- Health insurance
- Dental insurance
- Vision insurance
- Health savings account
- Paid time off
- Holiday pay

Work Location:

- One location
- Primarily in office
- Occasional travel for training

Work Remotely:

- No