



POSITION DESCRIPTION

Position Title: IT Specialist
Position Location: Anniston, AL
Department: IT Department
FLSA Status: Non-Exempt
Reports To: IT Supervisor

Position Summary: Serves as assistant to IT Supervisor, with primary responsibility for help of maintaining CMP network infrastructure and computer systems in all locations in Alabama and assistance to facilities in Ohio when applicable.

Position Responsibilities: Other duties and special projects may be assigned

- Setting up workstations and peripheral devices.
- Checking computer hardware to ensure functionality.
- Installing and configuring appropriate software according to specifications.
- Maintain local networks to optimize performance.
- Ensure security and privacy of CMP network and computer systems.
- Organize and schedule upgrades as to not interfere with others completing their duties or any normal CMP operations if possible.
- Marksmanship Park and South Competition Center duties as applied
- Assist with CMP websites and email server when applicable.
- Maintains camera/security systems
- Maintain Access control systems
- Maintain CMP phone systems
- Work with vendors on approved installations or issues.

Relationships:

Reports to IT Supervisor: Supervisor defines employee's scope of responsibility and the objectives, priorities, and deadlines. Employee is provided with more detailed assistance in unusual situations which do not have clear precedents. Work is reviewed based on meeting assigned duties and projects.

Level & Purpose of Contacts: Contacts with other CMP supervisors and staff for the purpose of coordinating work operations and performing IT related duties. Contact vendor/vendors for the purpose of upgrading or updating the network or computer systems.

Supervisory Responsibility: No supervisory responsibilities but may have lead/staff responsibility in the conduct of special projects.

Guidelines Available to Employee: Procedures for doing the work have been established and several specific guidelines are available. They include written scope of work, technical manuals, policies, and other reference material. Some choice in minor deviation from established procedures is allowed. Unusual situations that require significant deviation from guidelines are referred to supervisor.

Physical Demands & Work Environment: Work is conducted in office environment. Occasional travel may be required. Occasional nights and weekend work.

Complexity Level: High. Work consists of duties that usually involve related steps, processes or methods. Employee decides what to do by recognizing the existence of and differences between a few recognizable situations and conditions and choosing a course of action from among options related to the specific situation.

Scope & Effect: High. The work involves the performance of specific, routine operations that include a few separate tasks and procedures. The employee's work affects the efficiency and effectiveness of CMP operations. Communication with management is essential in maintaining CMP operations at a high level for both profit and customer satisfaction.

Skills & Qualifications:

Education / Experience: Bachelor's degree in any discipline from a four-year accredited college or university is desired. 5-10 years of equivalent experience in IT will be considered.

Skills / Training: In-depth knowledge of CMP operating systems and CMP products. Capable of performing assigned duties with a minimum of direction or guidance. Excellent communication skills required. Must have excellent computer skills and proficiency with Microsoft Office to be able to carry out normal administrative procedures with minimal support.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to exercise judgment in responding to a wide variety of issues. Ability to perform duties without causing further issues on the CMP network and computer systems.