



Job Description

IT Specialist - Plant

Organization	TBAGC (Toyota Boshoku America Group Company)	FLSA Status	Exempt
Division/Department	Information Technology (IT)	Grade/Class	IC12 -Specialist
Location	TBKY Lebanon	Direct Reports	0
Reports To	Plant Manager	Indirect Reports	0

I. General Summary: Responsible for setup, installation, maintenance, and repair of computers, software, phones, network hardware equipment, and production information systems. Works closely with the IT manager to ensure compliance to company-wide desktop standards and IT policies.

II. Essential Job Functions:

- A. Support production facilities with regards to information technology and systems using TBA standard systems and best practices.
 1. Install, configure, and troubleshoot hardware and software (e.g., Desktop and laptop computers, printers, switches, hubs, routers, wireless access points, scanners, and other production and non-production required hardware devices and software).
 2. Provide support for phone system.
 3. Perform backups of servers.
 4. Performing necessary updates and upgrades to servers, computers, and software when available.
 5. Document standardized procedures to be used throughout the facility.
 6. Prepare documentation for systems procedures and applications that can be used as an IT guide.
- B. Provide support to IT end users.
 1. Provide IT help desk support for end users as a first point of contact.
 2. Provide desktop and laptop support for issues related to hardware, software (e.g., Microsoft Office), active directory, Email, printing, networking, etc.
 3. Ensure virus protection and spyware programs are kept up to date.
 4. Interact with team members to help resolve any IT related issues.
- C. Assist with implementing and maintaining production systems and production interfaces for manufacturing floor locations.
 1. Support and deploy TPS production systems as designated by management and TBA policy.
 2. Troubleshoot IT related issues to strive to achieve maximum efficiency and minimum downtime.

III. Minimum Qualifications/Requirements:

Education:

- Associate's degree in Information Technology, Computer Science, or related field, or equivalent combination of education and relevant experience.
- Bachelor's degree preferred.

Experience:

- Entry to five (5) years of relevant experience and academic preparation or eight (8) years of relevant experience.
- 2-5 years of experience providing IT support to a manufacturing environment (preferably automotive).
- Experience in helpdesk priorities and procedures.
- Strong problem solving and customer service experience.
- Experience in manufacturing processes and shop floor procedures are a plus.
- Experience working in a Japanese style environment preferred.

Personal/Technical Skills:

- Thorough understanding and working knowledge of help desk and production system applications.
- Basic math skills.
- Good presentation skills.
- Strong attention to detail.
- Excellent leadership ability.
- Hands-on, self-starter with a strong work ethic.
- Strong organization, planning, and analytical skills.
- Strong problem solving and customer service skills.
- Ability to perform responsibilities with minimal supervision.
- Able to work in a fast paced, multicultural work environment.
- Ability to communicate and work well with all levels of the organization.
- Ability to escalate IT issues and problems to management and plant staff.
- Excellent scheduling, collaboration, interpersonal, and communication skills.
- Strong ability to work and utilize resources and tools in a multicultural environment.
- Ability to function both independently and with good judgment in a team environment.
- Be readily available before and after regular scheduled hours to assist with information technology and systems and other ATS members when necessary to maintain efficient IT and production system operations.

Language Skills:

- Ability to clearly and concisely communicate complex information in verbal and written English.
- Japanese and/or Spanish would be helpful.

Computer/Software:

- Proficiency with Microsoft Office, Windows, and other computer-based applications (e.g., MS Word, MS Excel, MS Access, MS PowerPoint, Lotus Notes/Outlook, Internet, etc.).
- Experience using Help Desk software systems.
- Superior understanding of MS Active Directory, MS Window Server, phone system servers, network cabling, and SQL databases is preferred.

IV. Work Environment/Conditions:

Office: Open Office Environment, moderate noise level.

Plant: N/A

Travel: Must be willing to travel up to 30% of the time.

- V. Physical Demands:** While performing the duties of this job, the team member is required to talk, see, and hear. The team member must be capable of walking, sitting, and standing for extended periods of time. May be occasionally required to lift up to 30 pounds. Ability to sit and work on a computer for extensive periods of time is required. The ability to travel by automobile and airplane are both required.

Disclaimer: This job description is intended to identify the general nature and level of work performed by team members within this classification, as well as certain essential job functions. It is not intended, and should not be interpreted, as a comprehensive inventory of all duties, responsibilities, and qualifications required of team members assigned to this job. To qualify for this job, however, a team member must be able to perform its essential functions with or without reasonable accommodation. Under no circumstances may this job description be construed as altering the at-will nature of the employment relationship between TBA and any team member.

EOE

Department Head	HR Compensation/HR Management

(Signature and date)

DOCUMENT REVISION SUMMARY AND HISTORY

Revision #	Date	Approved by:	Comments/Changes

APPLY IN PERSON:

Candidates interested in salaried positions can drop off resume here at plant.

Candidates interested in hourly can drop off resume or pick up application here at plant.

TB KY

200 Francis Marion Drive

Lebanon, Kentucky 40033