

Information Technology Systems Assistant

Nappi's IT Systems Assistant is responsible to assist with IT and other technology needs to ensure continuity of computer/technology system services. This position primarily provides support to the IT Manager by responding to a variety of daily troubleshooting needs of users. This position will provide assistance with project coordination necessary to maintain and further develop Nappi's technology infrastructure to meet operational needs.



Essential Functions

- Assist and support IT Manager's project needs and assignments
- Respond to needs and issues of users to assure continuity of computer systems for all users; troubleshoot field connection issues
- Respond to data inquiries for sales and inventory status
- Issue daily sales orders and inventory reports; configure programs for special reporting functions upon request
- Set-up, instruction and troubleshooting for new users (hardware and software)
- Set-up and manage portable devices (iPhone SE, iPad, and Motorola Mobile Computer 75/67) with sales, inventory and security software
- Manage computer, handhelds, cellphones and all other device inventory
- Maintain set-up and back-up of servers
- Respond timely to "on-call" needs for all assigned periods as required to maintain business operations
- Install computer software/hardware products; modify/repair hardware and resolve technical and other user problems
- Transfer data upon direction of IT Manager
- Schedule and coordinate service vendors
- Provide technical assistance and advice to users as needed to maximize available technology features
- Assist in implementing and communicating best practices
- Research software products and applicability to organizational needs
- Stay current of the latest technological developments

Education/Experience/Skills

- Associate's degree in computer science or related field preferred
- 2 or more years of related work experience preferred
- Proficient with installation, repair, configuration and use of multiple hardware/software platforms
- Solid knowledge of Microsoft Office applications; familiarity with Apple hardware/software and AS400 is desirable
- Excellent customer service aptitude; ability to maintain positive interactions
- Ability to adapt to ever changing priorities and deadlines in a fast paced work environment
- Ability to work well under pressure and handle multiple tasks simultaneously and independently
- Solid verbal and interpersonal communication; organizational, time-management and problem-solving skills
- Ability to move PC's, printers and monitors without assistance
- Flexibility to work extended hours as needed.

- Familiarity with beverage industry desirable
- Commitment to continual process improvement

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This position typically operates in an office environment; occasional work may be necessary in the warehouse and customer locations. This role routinely uses standard office equipment such as computers, printers, phones, photocopiers, filing cabinets and fax machines.

This position is subject to varying and unpredictable situations; may handle emergency or crisis situations; is subject to many interruptions; may handle multiple calls and inquiries simultaneously; and may occasionally handle absentee back-up needs on short notice.

Physical and Mental Demands

The physical and mental demands described below are representative of those that most commonly will be encountered in this position yet are not all inclusive.

Physical and mental ability to perform the duties of this job include hearing ability sufficient to communicate efficiently and effectively with internal and external customers in person or by telephone/voice systems. At times, this position may require frequent and/or sustained periods of standing, sitting, walking, bending, stooping, crouching, crawling, climbing, and reaching above or below desk level. The position may require lifting and/or movement of items up to 50 – 65 lbs. with/without mechanical assistance. Vision, dexterity coordination and cognitive ability sufficient to use telephone, keyboard, computer and other office systems and equipment efficiently. Cognitive, intellectual and mental ability to concentrate on details and/or perform more than one complex task at a time and to handle diverse pressures related to requests and needs of those using systems and equipment. Cognitive and mental ability to work and communicate effectively with co-workers and all levels of personnel.

Other Duties

This job description is intended to outline major responsibilities and is not all-inclusive. Duties, responsibilities and activities may change at any time with or without notice.