

## **Information Systems and Technology Support Team Member:**

BiRite Foodservice Distributors is a family-owned business, started in 1966. Presently, the Company has over 275 employees. We distribute dry and frozen groceries, fresh meats, chemicals, equipment and supplies to restaurants, hotels and institutional users throughout the Bay Area.

Currently we have an opening in our Information Systems and Technology Department for an IS&T Support staff member.

The Information Systems and Technology (IS&T) Support staff member has the responsibility of effectively managing and performing the day-to-day operational duties required to support the IS&T department as well as customers and the organization as a whole. The successful candidate will deliver best in class customer service and professionalism to team members, customers and company employees.

The IS&T Department consists of eight employees who report directly to the IS&T Director.

### **Major Duties and Responsibilities:**

- Promptly handle assigned issues and tasks through internal systems.
- To ensure excellent customer service and teamwork practices at all times.
- Perform I.S. operational duties and end-user support.
- Work with BiRite customers to ensure accurate customer profile account setup.
- Carry out ad-hoc daily and weekly tasks as assigned the Director of IS&T in support of departmental operations and objectives.
- Act as the local IS&T member, providing support and first line response to general IT inquiries from users and customers.
- Effectively escalating IS&T related issues to other team members.
- Undertaking regular preventive software maintenance to file servers and PC's
- Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes.
- Portable equipment support (e.g. Tablets, Laptops, Mobile phones);
- Moving existing operating hardware and reinstalling it at different locations (when approved/required);
- Create OS backup images, Re-image Desktop and Laptops.
- Proactive dissemination of relevant IS&T related information to users;
- Good understanding of the core IS&T business functions and be in a position to advise on the best use of IS&T resources for users.;
- Providing IS&T related administrative tasks including keeping IS&T reports up-to-date on a daily, weekly and monthly basis.
- Providing other ad-hoc administrative tasks when required.
- The IT Support position and balance of responsibilities is likely to change as additional business knowledge is acquired.

### **Minimum Required Qualifications:**

- Bachelor's Degree or 2 years work experience in the related field of work.
- Successful experience interacting with business process owners to define business user requirements and manage expectations & deliverables
- Strong process orientation and systems background
- Experience in building relationships and resolving conflict skills
- Promoting Process Improvement and System Administration skills
- Working technical knowledge of network and PC operating systems.
- Application support experience.
- Hands-on hardware troubleshooting experience is desired.
- Ability to conduct in-depth research into vendor billing issues and present resolutions.
- Experience with Windows, spreadsheet, word processing and presentation applications are a must.
- Excellent communication and cross-functional teaming skills are required
- Strong interpersonal skills.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Must be well organized and detailed to meet deadlines.
- Must have the ability to manage multiple tasks simultaneously and handle well under pressure.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Must be a team player and work harmoniously and effectively with other departments.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

**Salary Range:** \$30 - \$35 an hour DOE

**Position:** Full Time, 40 Hours/Week, M-F

**BiRite is an Equal Opportunity Employer**