

Selas Fluid Job Specification

Job Title:	Application Support Analyst
Reports to	IT Manager
Last Updated:	August 2010

Position Summary

Support the establishment and maintenance of Company business applications and processes that provide first-level application support and advanced IT Help Desk support to Selas Fluid users.

Key Areas of Responsibility

- Administration and support (planning, implementing, optimizing, tuning, troubleshooting, etc.) of the business application in its entirety (Primavera, ProCorr, Lotus Notes, Citrix, ERP Systems etc) including end-user support.
- Microsoft SharePoint Administration (planning, implementing, optimizing, tuning, troubleshooting, etc).
- Microsoft SCCM administration (planning, implementing, optimizing, tuning, troubleshooting, etc).
- Troubleshooting and resolving server access problems for end-users, as it relates to business applications.
- Providing training for end-users in the systems that we employ, as it relates to business applications.
- Installing and configuring new end-user (i.e., desktop) hardware, operating systems, and software.
- Providing support (installing local telephone sets, establishing extensions, etc.) for voice communications (i.e., PBX telephone) and voice mail systems.
- Understand the Selas Fluid business workflow with respect to systems, and make recommendations for improvement to the system tools, integration with other engineering and business applications, and optimization of the use of IT tools with the goal of improving workflow, consistency, and efficiency.
- Work closely with the Linde Engineering IT group to develop refinements in our computer-based tools and recommend improvements.
- Maintain hardware and software(licenses) inventory.
- Provide advanced Help Desk support (i.e., troubleshoot and resolve) to Help Desk technician and end-users for hardware, software, and peripheral equipment..
- Participate in after-hours support to end users.

- | |
|---|
| <ul style="list-style-type: none">• Provide supplemental Help Desk support in all respects, as described in the specific position descriptions. |
| <ul style="list-style-type: none">• Perform other responsibilities associated with this position as may be appropriate. |

Required Skills

- | |
|---|
| <ul style="list-style-type: none">• Advanced knowledge of computer technology in a business environment. |
| <ul style="list-style-type: none">• Effective computer skills; Microsoft Office software, Lotus Notes, and other Company and discipline-specific software applications. |
| <ul style="list-style-type: none">• Effective communication skills both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company. |
| <ul style="list-style-type: none">• Effective analytical and problem-solving skills. |

Education/Experience

- | |
|--|
| <ul style="list-style-type: none">• Two year technical certification or equivalent experience. |
| <ul style="list-style-type: none">• Minimum three years experience in supporting IT business applications and Help Desk. |