

Since 1928



HOWARD INDUSTRIES

Architectural Signage Systems

Job Description – Computer Programmer/IT Support

Accountable for ensuring continuity of computer system services for the facility by providing the technical expertise, MySQL programming, assistance and project coordination necessary to manage, install computer software products, modify/repair hardware and resolve technical problems.

Education/Experience

Minimum:

- A high school degree or GED equivalent is required
- Bachelor of Science degree in Management Information Systems and MySQL computer programming

Preferred:

- Three (3) years of experience with MySQL computer programming and IT technical support

Major Responsibilities

- Plan, coordinate and control the development, implementation and operation of computer concerns
- Repair hardware, as necessary, and work closely with service vendors to ensure continuity of service
- Research software products and applicability to organizational environment
- Evaluate user requests for new or modified programs and/or equipment to determine feasibility, cost and compatibility with the current system
- Provide technical support and direction for staff, as well as, troubleshoot software and hardware issues
- Train and educate personnel about in-house technological changes and advancements
- Assist MIS Supervisor with programming projects and website maintenance

Universal Tasks and Responsibilities

- Exhibit and promote behavior indicative of effective team functioning
- Perform any other tasks or assume any additional responsibility to facilitate the manufacturing process or better the company
- Maintain a safe, clean and organized workstation
- Information retrieval
- Diagnostic ability

Competencies/Skills

- Excellent soft skills (time management, decision making and communication)
- Ability to retain detailed knowledge and capabilities of the company's hardware and software
- Ability to retrieve and deliver information from the computer system and to help others access information
- Identify likely causes of equipment problems through inspections, test and observations
- Help others achieve their goals and assignments by providing necessary information
- Accomplish tasks with concern for every aspect of the problem and/or system
- Attention to detail
- Accomplish tasks thoroughly
- Establish methods to effectively monitor the results of delegated assignments
- Maintain effective communicate with co-workers