



## JOB DESCRIPTION

Job Title:	Application and Network support
Department:	Information Technology
Position Reports to:	VP, Information Technology
FLSA Status (Exempt or Non-exempt):	Exempt

### POSITION SUMMARY:

Provides IT Application support and expertise.

### ESSENTIAL FUNCTIONS:

- Microsoft product knowledge (Office, Microsoft 365, SQL Server)
- Helpdesk support via ticketing system
- Train and documentation skillset
- Customer interaction
- Technical support of applications and Network infrastructure
- Report writing skills (see below). SQL databases

### KNOWLEDGE, SKILLS & ABILITIES:

#### Education and/or Experience

- Bachelor's degree or its equivalent
- Minimum of 2 years of experience in email set, network administration
- Familiarity/knowledge of report writers
- Software Quality controls and testing abilities
- Documentation experience

#### Other Competencies and Requirements

- Strong organizational skills necessary to document and track issues through inception to resolution
- Outstanding problem solving skills with the ability to analyze situations and recommend solutions
- Ability to work in a team environment and support technicians remotely to achieve resolution
- Computer skills necessary to operate proprietary programs, Microsoft Office
- General Accounting knowledge

#### Other Software Application experience

- Navision Financials Package
- (SQL Server Reports (SSRS)/Crystal / Jet) **Emphasis on SSRS**

**WORKING CONDITIONS:** Climate controlled office environment during normal business hours. May be subjected to inclement seasonal weather conditions if position calls for traveling to/from various locations.

**Hours:** Adhere to scheduled work times. Flexibility, additional hours and weekends may be required to meet business needs.

**Position Location:** Corporate location – Safety Harbor, FL

**Disclaimer**

The preceding job description has been designed to indicate the general nature of work performed; the level of knowledge and skills typically required; and usual working conditions of this position. It is not designed to contain, or be interpreted as, a comprehensive listing of all requirements or responsibilities that may be required by employees in this position.

**Equal Opportunity, Affirmative Action Employer**

Bay4 Energy Services, LLC is an Equal Opportunity, Affirmative Action Employer. We will not discriminate unlawfully against qualified applicants or employees with respect to any term or condition of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, marital status, place of birth, military service status, or other basis protected by law.

It is essential for us to work in an atmosphere of friendly cooperation; it is your responsibility to:

- Ask your direct supervisor for an explanation of anything you do not understand.
- Attend orientation class and any training sessions when required.
- Read your job description and Employee Handbook if applicable; sign any required acknowledgment documents and return to Human Resources.
- Ask any questions about these items as well as any information given to you at meetings and through individual or group instructions, which will assist your understanding of this position.

I have read and understand that this is not an employment agreement or a contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Full Name: \_\_\_\_\_