



## IT Staff

The Information Technology Staff will work with all members of the distribution team to increase company profitability and customer satisfaction by providing all IT hardware, software, and services, in accordance with Company values, policies and procedures. Minimizes potential for service interruptions and monitors any disruptions. Innovates opportunities for increased operational productivity and efficiency using technology.

### Job Duties:

#### Decision Making, Strategic Decision Making & Innovation

- Embraces and promotes company objectives.
- Recognizes issues, problems, or opportunities; seeks alternative ways to define problems; is not constrained by thoughts or approaches of others and determines whether action is needed.
- Gathers and organizes information - Identifies the need for, collects, and organizes information to better understand problems, opportunities; compares and combines information to identify underlying issues.
- Interprets and analyzes information - Integrates information from a variety of sources; detects trends, associations, and cause-effect relationships.
- Generates alternatives and leverages resources - Draws upon multiple sources for ideas, creates relevant options for addressing problems/opportunities and achieving desired outcomes.
- Chooses appropriate action - Formulates clear decision criteria; evaluates options by considering implications and consequences including the impact on a company's financial picture; chooses an effective option.
- Commits to action, targets - Implements decisions or initiates action within a reasonable time; targets important areas for innovation, monitors results and makes adjustments as needed. Develops solutions that address meaningful work issues, Delegates and holds accountable effectively.

#### Aligning Performance for Success

- Creates a learning environment - As necessary, helps secure resources required to support development efforts; ensures that opportunities for development are available; offers to help individuals overcome obstacles to learning.
- Collaboratively establishes development plans - Collaboratively, with management team members, identifies observation or coaching opportunities, training, workshops, seminars, etc., that will help the individual achieve important goals.

#### Continuous Learning





- Targets learning needs - Seeks and uses feedback and other sources of information to identify appropriate areas for learning.
- Seeks learning activities - Identifies and participates in appropriate learning activities (e.g., courses, reading, self-study, coaching, experiential learning) that help fulfill learning needs.
- Maximizes learning - Actively participates in learning activities in a way that makes the most of the learning experience (e.g., takes notes, asks questions, critically analyzes information, keeps on-the-job application in mind, does required tasks).
- Applies knowledge or skill - Puts new knowledge, understanding, or skill to practical use on the job; furthers learning through trial and error.
- Takes risks in learning - Puts self in unfamiliar or uncomfortable situation in order to learn; asks questions to further knowledge; takes on challenging or unfamiliar assignments.

### **Planning and Organizing**

- Understands company processes and procedures - Knows when to apply a technical skill or procedure, understand technical terminology and developments.
- Prioritizes - Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.
- Establishes S.M.A.R.T. goals in line with company goals and values. Implements action plans with timelines with deliverables and measure results.
- Determines tasks and resources - Determines project or assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.
- Schedules - Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts; develops timelines and milestones.
- Leverages resources - Identifies and takes advantage of available resources (individuals, processes, departments, and tools).
- Stays focused - Understands the importance of time management in order to effectively use time and prevent irrelevant issues or distractions from interfering with work completion.
- Accountable – Holds self and others responsible for deadlines, assignments, distribution of etc.
- Informs others – Keeps team up-to-date on progress, milestones, assignments, etc.

### **Communication**

- Organizes the communication - Clarifies purpose and importance; stresses major points; follows a logical sequence.
- Maintains audience attention - Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.
- Adjusts to the audience - Frames message in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
- Ensures understanding - Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.



- Adheres to accepted conventions - Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used.
- Comprehends communication from others - Attends to messages from others; correctly interprets messages and responds appropriately.
- Ability to sell – Presents ideas and information to successfully persuade or convince the audience to accept and embrace the leader's objectives.
- Actively develops communication skills in others – Actively develops and promotes effective communication skills in others in the organization.
- Clarifies and simplifies complex ideas or situations clear, explores different lines of thought; views situations from multiple perspectives; recognizes patterns, sees discrepancies, missing pieces and trends, examines numerous potential solutions and evaluates each before accepting any alternatives.

### **Building Trust & Gaining Commitment**

- Opens discussions effectively - Describes expectations, goals, requests, or future states in a way that provides clarity and excites interest; Shares thoughts, feelings, and rationale so that others understand personal positions.
- Develops others' and own ideas - Presents own ideas; seeks and develops suggestions of others; makes procedural suggestions.
- Facilitates agreement - Uses appropriate influence strategies (such as demonstrating benefits or giving rewards) to gain genuine agreement; persists by using different approaches as needed to gain commitment.
- Closes discussions with clear summaries - Summarizes outcomes of discussions and establishes next steps if needed.
- Operates with integrity – Demonstrates honesty; keeps commitments; behaves in a consistent manner.
- Builds relationships – Learns the value of relationships and views building relationships as a critical success tool.
- Builds trust by developing and nurturing a team environment; treats people with dignity, respect, and fairness; gives proper credit to others; stands up for deserving others and their ideas even in the face of resistance or challenge.

### **Security Awareness**

- Upholds the highest standards of confidentiality and encryption for sensitive data.
- Takes corrective action - Reports or corrects unsafe working conditions; makes recommendations and/or improves security procedures.
- Monitors the corrective action - Monitors security issues after taking corrective action and ensures continued compliance.
- Maintains and ensures compliance with security policies - Places higher priority on team or organization goals than on own goals.



- Holds regular security meetings - Regularly schedule meetings to discuss security issues. Discusses corrective actions taken with group.
- Establishes and maintains training as required by management.

### **Quality Orientation**

- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high-quality output – Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems and notifies others of quality issues as appropriate.

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

### **Job Requirements:**

- Education: College degree in related field required (Bachelor's degree preferred).
- Experience: Minimum 3 years in similar position preferred (4 years preferred). Three to five years with applicable computer skills required. Experience using/managing companywide IT system. Experience using Distribution ERP (Infor) desired. Experience implementing and maintaining company IT Initiatives.
- Skills: Ability to sit, climb stairs, descend stairs, balance, stoop, kneel, crouch, crawl, reach, handle, and feel.