



RPS Holdings / Rantec Power Systems  
Los Osos, California

### Job Description

**Title:** Tier 1 IT Specialist

**Date:** Nov 2021

**Department:** Administrative

**FLSA Status:** Exempt

**Reports To:** IT Technical Director

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### Scope

Responsible for overall IT computer, server, network, power, IP phone, surveillance, and Office 365 daily trouble tickets.

### Essential Duties and Responsibilities

- Receive and triage IT trouble calls for the company.
- Windows PC trouble shooting and repairs.
- Work closely with System and Network Administrators for escalation of tier 1 issues
- Perform general computer and server administration duties including installation, maintenance, upgrades, and troubleshooting.
- Administer and configure Office 365, SharePoint, and Teams.
- Administer general security controls such as antivirus, endpoint encryption, and access control.
- Set up user accounts, permissions and passwords.
- Administer multifactor authentication and remote access.
- Monitor health of IT environment.
- Monitor Security Information and Event Management (SIEM).
- Interface with vendors to procure and maintain IS/IT devices.
- Document IS/IT processes.
- Provide on-call and weekend support when needed.
- Prepare users by designing and conducting training programs.
- Ability to work flexible hours and/or different shifts, if needed.
- Ability to work in a safe professional manner adhering to all regulatory requirements including OSHA, EPA, State and Federal Regulations.
- As the Company's success relies on the productivity of our team and adherence to customer product schedules, an essential function of this position is the ability to arrive to work on-time, and work each day, as scheduled.
- Perform other duties as assigned.

### Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires access to our export-controlled commodities, technical data, technology and services. These items are restricted under the International Traffic in Arms Regulations (ITAR) to U.S. Citizens, Lawful Permanent Residents of the U.S. and properly licensed foreign persons. Therefore, employment is contingent on compliance with ITAR regulations and successfully obtaining and maintaining the necessary export authorization license from the U.S. Department of Commerce's Bureau of Industry and Security, U.S. Department of State's Office of Defense Trade Controls, or other applicable government agency.

## **Education and Experience**

- BS Degree in Computer Science, Information Technology, Networking or related training and work experience.
- Minimum 1 year of experience working with windows-based computers, software, and Office 365.
- Certification in CompTIA A+, CompTIA Network+, CompTIA Security+, or Microsoft certifications.
- Knowledge in Group Policy, Active Directory, Data Recovery, and Data Retention.
- Strong technical aptitude, problem solving, critical thinking, and oral and written communication.
- Ability to research and solve complex issues independently.
- Willingness and ability to learn new skills, share with others, and apply skills as needed.
- Ability to maintain confidentiality with sensitive external and internal information.
- Ability to function successfully in both team and independent work environments.
- Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.

## **Physical Requirements**

The physical demands described here are representative of those to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work within a factory environment, including moderate noise and chemical odors
- Moving between sitting, standing and walking
- Consistently lifting and handling up to 10 pounds and periodically lifting up to 25 pounds.
- Specific vision abilities required by this job close vision, distance vision, peripheral vision, depth perception and the ability to focus, with correction.
- As a condition of employment full vaccination for COVID-19 is required. Full vaccination is two weeks following a second dose in a two-dose series (Moderna/Pfizer) or two weeks following a single dose series (Johnson & Johnson).

**Rantec is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or status as a protected veteran. Rantec will consider reasonable accommodation to its policies for employees and applicants due to sincerely held religious belief.**