



Job Title:	Manufacturing IT support	Job Category:	Support
Department/Group:	Manufacturing Support	Job Code/ Req#:	Job Code/ Req#
Location:	930	Travel Required:	Possible
Level/Salary Range:	Salary	Position Type:	Full-time/Remote
HR Contact:	Bryanna Roberto	Date Posted:	5/11/2022
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	6/1/2002

Job Description

ROLE AND RESPONSIBILITIES

The Manufacturing IT support role is responsible for delivering support services specific to the manufacturing process. This includes working with end users on various issues, working with vendors to troubleshoot issues and working with the Manufacturing support manager on projects.

Principle Accountabilities

- General tech support for the Mitek suite including Management, Structure, 20/20, MVP, ShopNet, Production and Transfer center
- Mitek Mgmt Gadgets, Dashboards and reporting
- Assist Design managers to navigate applications and train designers
- Database maintenance\monitoring (Indexing, archiving and general cleanup)
- Manufacturing equipment support: Hundegger, Monet, Mitek, Enventek, Virtek
- EWP equipment support
- Work with vendors on compatibility and file structures for equipment
- PC troubleshooting manufacturing related systems.
- General deploy and installs
- Remote access systems (RDS and remote apps)

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Required education – Degree in IT Management, other related field or equivalent experience
- Required experience – Minimum 5 years’ experience or equivalent in IT
- Familiarity with a broad range of IT technologies including manufacturing design and management applications, and application integration tools.
- Strong analytical and process management skills.
- Strong attention to detail and documentation with ability to analyze information and develop a comprehensive work plan.
- Excellent presentation and interpersonal skill, including written and oral communication.
- Demonstrated problem solving and conflict resolution skills.
- Strong time management, organizational and priority setting skills.

PREFERRED SKILLS

- Experience with Mitek Software



ADDITIONAL NOTES

- Most work is performed in office settings and there may be exposure to manufacturing, showroom or warehousing environments.
- Some travel likely to Carter locations along with business-related meetings & conferences.
- Physical demands include lift up to 25 lbs. on a random basis, standing, walking or sitting for extended periods of time, and bending or stooping
- Occasional weekend work if projects or assignments necessitate activity when workers are out of the office.
- May have to work off-hours if there are critical problems requiring IT intervention.

Reviewed By:		Date:	
Approved By:		Date:	