



IT DESKTOP TECHNICIAN III

RESPONSIBILITIES

- Prioritization of incoming problems and requests to restore business functionality to Siltronic employees and contractors within service level requirements. (daily)
- Set minimum/maximum stocking levels for new systems and maintenance parts to ensure timely delivery within reasonable cost parameters. (quarterly)
- As an input to Security, Fixed Assets, and Human Resources, ensure accuracy of asset database via timely change entry and periodic cycle count activity. (monthly)
- To enable uninterrupted service to Siltronic computer users, ensure minimum stocking levels for new systems and maintenance parts via consistent inventory and order process. (weekly)
- Respond to and resolve problems involving critical workstation failures. Repair and replace components as needed.
- Diagnose and resolve workstation hardware and software problems.
- Configure and install new workstation equipment.
- Move workstation equipment.

REQUIREMENTS

- Associates degree or two-year technical school degree.
- A+ Certification (or equivalent).
- Dell Hardware Certification (or equivalent).
- Minimum 4 - 7 years of related experience.
- Microsoft Certified Professional – Networking Essentials (or equivalent)
- Must maintain current company Clean Room Certification.
- Will be required to lift computer equipment (up to 50 pounds).
- Must be able to communicate effectively with internal customers and external suppliers.
- Must demonstrate the ability to learn new concepts quickly due to the complexity of the Siltronic computing environment.
- Ability to sit, stand, walk at will, communicate via telephone, and use the computer for various amounts of time throughout the day.
- Must be able to pass a drug screen and background check

SILTRONIC AG

Siltronic is one of the world's largest manufacturers of hyperpure silicon wafers and partner of many leading semiconductor companies. The company employs around 4,000 people. The company has a network of state-of-the-art production sites in Asia, Europe and the USA. Siltronic develops and manufactures silicon wafers in diameters of up to 300mm. These are the basis for modern microelectronics and nanoelectronics.

Siltronic Corporation

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- Provide access to requested applications and directories.
- Provide access to and maintenance of Audix voicemail.
- Reset workstation passwords.
- Gather asset-tracking information for each repair/request transaction.
- Collect under/unused workstation equipment for redeployment.
- Provide input to Systems Engineer regarding selection of new workstation technology.
- Document procedures and identify opportunities for continuous improvement.
- Out-of-area travel to support remote offices.

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Beginning

ASAP

Employment

Full-time

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