



## IT SUPPORT SPECIALIST

FPD Company, a subsidiary of Trigon Holding, Inc., is currently seeking an IT Support Specialist. Located in McMurray, PA, FPD Company is a global manufacturer of forged and machined titanium components for the aerospace and medical industries.

### **Job Description:**

The primary purpose for the Support Specialist will be to provide hands-on technical support and assistance to FPD Company. The Support Specialist will also help maintain and monitor the company's IT infrastructure as well as all related assets. This position requires a friendly personality and the ability to produce well thought out and effective solutions.

### **Responsibilities:**

#### *IS Analysis and Support:*

- Determine client hardware and software needs and assist in supporting FPD Company's operations and administrative processes
- Installation, configuration, repair and upgrade of PCs, laptops, and printers
- Installation, configuration, and upgrade various enterprise software applications and assist with patch management
- Troubleshoot issues relating to viruses, spyware, and spam
- Function as emergency backup for I.S. Manager in event of minor/major server issues
- Program scripts for management tasks as required
- Perform other tasks as required

### **Qualifications:**

#### *Education:*

- B.S. or equivalent work experience (1-3 years)

#### *Technical:*

- Professional understanding of PC hardware and software, including Microsoft operating systems and Office
- Coding experience, preferably VB.NET and SQL
- Knowledge of commonly used concepts, practices, and procedures in IT
- General grasp of TCP/IP networking

#### *General:*

- Knowledgeable and passionate about technology
- Excellent written and verbal communication skills
- Strong team player and self-starter
- Strong problem solving skills and can make independent decisions when warranted

#### *Physical:*

- Must be able to sit, stand, and kneel for extended periods of time
- Must be able to lift 50 lbs.

We offer a comprehensive benefits package which includes medical, dental, vision coverage, life & disability insurance, profit sharing 401(k), vacation & personal floating holidays.

Qualified candidates interested in this opportunity should send resumes to [careers@fpdcompany.com](mailto:careers@fpdcompany.com).

Equal Opportunity Employer