IT Analyst / Support Technician

We are a loan servicing/collections company located in Newton Falls, Ohio. Our company was started in 1986. Our business is dependent on an efficient and forward thinking IT department. Information Technology is constantly changing in our industry.

Company Environment

The Cadle Company is in the midst of a complete overhaul of infrastructure and business systems. Similar to an ERP implementation, new Loan Collection and Servicing, General Ledger and Financial Reporting systems will be implemented over the next 12 to 18 months. We are in need of an energetic, forward thinking IT Analyst / Support Technician to help us through this journey.

Job Summary

The primary tasks of IT Analyst / Support Technician is to provide desk-side, end-user support and server systems support. Support will require knowledge of PC Hardware, Desktop Operating System options and settings, network printer/scanner/fax support and network functionality. As this environment is dynamic, the applicant should be capable of staying focused and on-task while keeping productivity interruptions to a minimum. He/she should be willing to take on a leadership role in the new systems implementations as there will be plenty of growth opportunities.

Responsibilities

- Performs basic and moderately complex troubleshooting and repair activities, typically associated in an end-user environment, including but not limited to PC’s, desktops, laptops and printers.
- Monitor systems for availability, error conditions, and performance.
- Assist in performing root-cause analysis by investigating, analyzing, and resolving system problems, poor performance, and error conditions.
- Consult and coordinate activities with IT staff to troubleshoot and resolve problems.
- Maintain an accurate inventory of IT hardware and software assets.
- Maintain diagrams of physical and logical IT infrastructure.
- Be willing to roll up his/her sleeves and dig in to problems.
- Other duties as assigned by the IT Director.

Required Qualifications

- Technical or Bachelor’s degree in Information Technology or equivalent experience in PC support, diagnostic/troubleshooting and resolving problems.
- Solid working knowledge of PC operations including hardware, operating systems, printing, networking & troubleshooting.
- Windows based computer hardware and software systems. Windows 7 & Windows 10.
- Knowledge of Microsoft products Excel and Word.
- Knowledge of Web Site maintenance and development.

**Desired Qualifications (nice to have)**

- ERP Implementation / Preferably Loan Collection and Servicing Systems
- General Ledger / Financial Reporting Knowledge
- VMware virtualization.
- Experience providing IT support within a Windows Active Directory environment.
- Experience supporting and maintaining analog/digital and IP phone systems and lines.
- Knowledge/Experience with SQL queries and reports.
- Knowledge/Experience with relational databases.
- Knowledge/Experience with programming languages (C#, .NET, C++, other).

**Working Environment**

The position is a full-time position. Normal work hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. As needed, this position will require additional hours and weekend work.

This job description is not designated to be a comprehensive listing of duties and responsibilities for this position. Duties, responsibilities and activities may change at any time with or without notice.

As a full-time employee, Benefits and 401(k) are available.

If you wish to apply, please send a resume to HR@cadleco.com
### Detailed Responsibilities:

#### Communication
- Documentation
- Problem Solving

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<tr>
<th>Daily</th>
<th>Copiers</th>
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<td>• Create Servicing Reports and E-Mail*</td>
<td>• Scanning Problem Resolution</td>
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<td>• Create Contacts Reports and E-Mail*</td>
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<td>• Others as Needed*</td>
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<td>• Statement Generation*</td>
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<td>• Web Usage Reports*</td>
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<td>• Documentation</td>
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<td>• Server Maps</td>
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<tr>
<th>Monthly</th>
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<td>• Backups</td>
<td>• Solution Investigation</td>
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<tr>
<td>• Generate Reports and E-Mail*</td>
<td>• Placing PO</td>
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<td>• IT Assets – Printers, Toner, PC, Monitors, Keyboards, etc.</td>
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#### Printers
- Toner Inventory and Usage
- Problem Resolution, Settings
- Research and Order Toner and Printers

#### Servers
- Permissions
- New Users

#### Phone System
- Set up New Users
- Monitor

#### PC’s
- Settings, Troubleshooting
- Windows Updates
- Browser Settings, Problem Resolution

#### Microsoft Products
- Excel – Troubleshooting, Teaching
- Word – Troubleshooting, Forms, Mail Merge, Teaching
- Visio – IT Assets, Network
- Power Point

#### E-Mail
- User Set Up
- Auto-Responders
- Forwarders
- Search
- Backup

#### New Loan and G/L System (Future)
- Data Conversion
- Training
- Documentation
- Reporting
- Workflow Configuration
- System Configuration
- Server Configuration, Virtualization

#### Other
- Web Site Changes
- Letters (Word/Mail Merge)
- Adding REO Accounts
- Various Data Extracts
- Data Loading Spreadsheets
- Prepare Batch to TLO or Other

*Should go away with a new system.*