



STRONG THROUGH  
**INNOVATION.**  
STRONGER WITH YOU!

## **JOB DESCRIPTION IT ADMINISTRATOR**

Department Name: Information Technology  
Reports to: Director of Commercial Operations

VON ARDENNE develops and manufactures advanced coating equipment for the deposition of micrometer to nanometer-thin functional layers on materials such as glass, metal strip, wafers, and polymer films. These materials are the basis for products such as solar modules, architectural glass, or smart phone displays.

### **RESPONSIBILITIES**

You are responsible for providing assistance with the implementation and operation of IT solutions domestically and internationally. You will ensure first level support for employees and will answer, prioritize and work on user requests. Furthermore, you will deal with occurring incidents as quickly as possible and record your troubleshooting steps. The maintenance of existing IT solutions as well as the execution of software updates and hardware upgrades are part of your tasks.

Responsibilities include:

- Monitoring of IT system
- Maintaining client computers, servers, and cell phones, storage, updates, and backup systems
- Perform hardware and software updates (patch management)
- Maintaining office phone system
- Computer security (firewall, windows, etc.)
- Adhere to strict IT security rules and enforce systems, policies, and procedures
- Employee Training
- Prioritizing of problems
- Project management
- Negotiate/revise contracts
- Maintain Anti-Virus solution
- Close communication with HQ and other subsidiaries
- Assumes sub-project management in IT-related projects
- Reports security incidents to the responsible security system administrator
- Initiates the procurement of IT technology
- Sets up IT infrastructure and supports it including maintenance
- Independently and proactively designs and optimizes services according to the needs and state of the art as well as the IT strategy
- Assesses complex situations and derives measures for business continuity and IT security

**REQUIRED QUALIFICATIONS**

You have a bachelor's degree in computer science and/or at least five (5) years of experience as IT Administrator. You are experienced with the handling of IT technology and you have a good technical understanding. Furthermore:

- Able to understand and apply technical documentation in English
- Excellent communication skills and a strong organizing ability are a must.
- Be able to occasionally travel (US and internationally)
- Good time management and organizational skills
- Strong analytical and problem-solving skills
- Good communication and interpersonal skills
- Ability to offer excellent customer service
- You are proactive and flexible as well as able to work under pressure and as part of a multinational team
- Administrative system access to the systems he/she is responsible for
- Physical access to technology
- Data access in case of technical necessity
- Technical instructions regarding the availability of services to affected employees, internal IT teams and service providers
- Implementing guidelines on IT services
- Demanding necessary requirements and information on the characteristics of IT services

And a working knowledge of:

- Microsoft Server
- Linux Server
- Microsoft Office Products
- IT Hardware (Dell VxRail, VMare, Switches, Blade System, 3Par Storage, EMC Data Domain)
- Scripting (Windows PowerShell PS, Linux Shell SH, SAP ABAP Scripts)
- Apple iPhone

**PREFERRED QUALIFICATIONS**

- German language proficiency a plus
- Experience working in a multinational environment

**FLSA exemption status:**  Exempt  Non-Exempt    **Status:**  Full-time  Part-time  Other: \_\_\_\_\_

**Reporting Relationships:**  No Direct reports  Direct Reports

**Travel:** May travel up to  %.    **Approved:** 06/26/2023    **By:** Brian Cohen/ CEO

**Physical Requirements:**

All positions in office require interaction with people and technology while either standing or sitting. To best service our customers, internal and external, all associates must be able to communicate face-to-face, on the phone and web/electronically with or without reasonable accommodation. Von Ardenne is committed to compliance with its obligations under all applicable state and federal laws prohibiting employment discrimination. Attempts to reasonably accommodate applicants and employees in accordance with the requirements of the disability discrimination laws. We also invite individuals with disabilities to participate in a good faith, interactive process to identify reasonable accommodations that can be made without imposing an undue hardship.

## **Working Conditions**

The above list of responsibilities is intended to describe the general nature of the level of work to be performed by the incumbent; it should not be considered exhaustive.

Qualified applicants will receive consideration for employment without regard to race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity or gender expression, age, disability, military or veteran status, height, weight, familial or marital status, or genetics.