



495 Pioneer Parkway, Clare, MI 48617

Systems Administrator

The Epicor System Administrator is responsible for but is not limited to the installation, configuration, operation, performance, and maintenance of the Epicor ERP system hardware and software and related infrastructure. This individual will assist project teams with delivering solutions and transitioning into ongoing production support. Participation on projects is focused on change and release management activities within the project and application life cycle. This individual participates in technical research and development to enable continuing innovation within the infrastructure including customizations, integrations, add-on functionality and upgrades.

This role will assist with tier 1 support for the Epicor ERP system and be the primary escalation point for tier 2 level support. These activities will include Incident Management, Problem Management, Knowledge Articles, and creating standard operating procedures (SOP). This role ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational SOP's, and are at the correct release and patch level to obtain optimal performance of the systems.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree with a technical major (preferred) and 3 years of related experience or 6 years of experience will satisfy degree and experience requirements.
- Five (5) years of experience supporting ERP Software. or equivalent enterprise systems support
- Three (3) years Microsoft SQL Server Database Experience.
- Two (2) years of experience working in Incident and Problem management.
- One (1) year of experience documenting Knowledge Base Articles and SOP's.
- Ability to interpret and or discuss technical information with a non-technical audience.

LANGUAGE SKILL: Ability to read, analyze, and interpret the English language. Strong communication, problem solving, and organizational skills.

MATHEMATICAL SKILLS: Must possess basic math skills and able to apply concepts such as fractions, decimals, and decimal equivalents to practical situations.

REASONING ABILITY: Self-Starter, strong communication skills, exercises independent judgment and initiative. Ability to read, analyze and interpret the English language. Ability to solve practical problems and deal with the variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or work order form. Strong attention to detail.

PHYSICAL DEMANDS: While performing the duties of this job, the associate is regularly required to stand, use hands, and reach with hands and arms. The associate is required to

walk, stoop, kneel, crouch, or crawl. The associate may be required to sometimes sit, climb or balance. The associate may lift and/or move up to 50 pounds. Specific vision abilities required by this position includes close vision, peripheral vision, and ability to adjust focus. The associate will be subjected to reasonable stress associated with the performance of normal duties. The associate will be exposed to manufacturing and office environments. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF THE WORK BEING PERFORMED BY ASSOCIATES IN THIS POSITION. THEY ARE NOT TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL JOB DUTIES TO BE PERFORMED. OTHER DUTIES MAY BE ASSIGNED AS NECESSARY BY THE COMPANY