



**Location for this position:**

Rowmark  
5409 Hamlet Dr.  
Findlay, Ohio 45840  
[www.rowmarkllc.com](http://www.rowmarkllc.com)

**Title:** IT Help Desk

**Reports To:** Senior IT Technician

**Primary Purpose:** Provide support, technical assistance, and training to end users, as well as install, maintain, and troubleshoot computer workstations, peripherals, network, software, and server systems for the company.

**Expected Attributes of Employees:**

- Exhibit a positive attitude
- Show personal drive, ambition, and always maintain integrity
- Demonstrate honesty and trustworthiness
- Set personal and professional goals, while demonstrating high work ethics
- Balance issues emotionally and objectively
- Communicate at the most direct level
- Inspire others
- Empathize with other employee concerns

**Qualifications:**

- Ability to operate computer hardware/software relative to the position.
- Strong verbal and written communication skills.
- Good planning, organization and time management skills.
- Familiar with standard concepts, practices, and procedures for information systems
- Experience installing and upgrading Windows based PC's
- Experience troubleshooting and resolving computer hardware and software issues
- Experience with basic IP networking
- Knowledge of managing Windows Server operating systems is a plus
- Minimum of Associates degree in Information Technology, Information Systems, or equivalent advance educational program

**Primary Duties & Responsibilities:**

- Support users with all computer related problems such as network logon, software and hardware problems.
- Manage Help Desk ticketing system to assure trouble tickets are acknowledged and completed in a timely manner, meeting all SLAs.
- Create and review reports for computer and peripheral equipment for malfunctions, maintenance, and address issues as needed.
- Train computer users.
- Walk customers through problem-solving process
- Clean up computers
- Installation and operational testing of new technology systems
- Maintain patch compliance for computer workstations including anti-virus, Microsoft Update, and other application updates.
- Maintain IT asset inventory for accurate reports on system hardware and software installed.
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- Monitor functioning of equipment to ensure systems operate in conformance with specifications and take action to assure conformance.
- Consult with management to analyze computer system needs for management information and functional operations.
- Remains available for after-hours support, as needed.
- Recommend and assist in the upgrading, development, implementation, installation, and operation of information and functional systems for the organization.
- Learn and develop new skills to be able to complete special assigned projects, which may include deploying new software packages or building servers and roles as directed by supervisor.
- Complete all other projects and tasks assigned by supervisor.

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***At Rowmark, we are passionate about making our customers look great!***

We proudly manufacture, market and distribute a wide array of innovative and quality products for our customers primarily in the awards, recognition and signage markets.

Founded in 1997, our company has developed into the leader in the markets we serve. Our state-of-the-art manufacturing, warehousing and distribution systems continue to be keys to our success.

Rowmark's family of companies is headquartered in Findlay, Ohio, where it manufactures its plastic sheet materials in a new 88,000 square foot facility. Our extensive product line of sheet materials are distributed in over 80 countries around the world.

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Rowmark is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: [kwinner@rowmark.com](mailto:kwinner@rowmark.com)