



Job Board Posting

Job Title	IT Helpdesk Supervisor		# of Openings	1
Company Name	iHerb, Inc.	Industry/Nature of Business	On-line Retailer	
Worksite Address	2640 Auto Mall Drive, Elgin, IL 60123	County	<input checked="" type="checkbox"/> Kane <input type="checkbox"/> Kendall <input type="checkbox"/> DeKalb	
Job Type	<input checked="" type="checkbox"/> Full-Time, Regular <input type="checkbox"/> Other- <i>Please Specify:</i>	# of Hours Per Week		
Required Schedule/ Shift	<input type="checkbox"/> Monday <input type="checkbox"/> Thursday <input type="checkbox"/> Sunday <input type="checkbox"/> Tuesday <input type="checkbox"/> Friday <input type="checkbox"/> Rotating <input type="checkbox"/> Wednesday <input type="checkbox"/> Saturday	<input type="checkbox"/> Day/1 st Shift <input type="checkbox"/> Rotating <input type="checkbox"/> Evening/2 nd Shift <input type="checkbox"/> Split <input type="checkbox"/> Night/3 rd Shift		
Benefits	<input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> 401K <input checked="" type="checkbox"/> Dental <input checked="" type="checkbox"/> Profit Sharing <input checked="" type="checkbox"/> Vision <input type="checkbox"/> Pension	<input checked="" type="checkbox"/> Vacation <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Holiday Pay <input type="checkbox"/> No Benefits		
Job Description/ Duties and Responsibilities	<p>Job Summary:</p> <p>IT Helpdesk Supervisor will maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations, printers and network performance meet company and user requirements. Supervise and assist local IT Technicians with their tasks. Provide support to staff on all company-supported software and applications, including 3rd party applications and in-house developed applications. Troubleshoot hardware and software problems, determine source and advise on appropriate action. Complete application project-based work. Perform responsibilities in accordance with all company standards, policies and procedures by doing the following duties.</p> <p>Job Expectations:</p> <ul style="list-style-type: none"> • Supervise all help desk staff and technical workers at the company facility. • Schedule direct reports to cover operational needs and manage timecard for said employees. • Screen and field incoming help requests from end-users via both telephone and e-mail in a courteous manner • Support end-user workstation, laptops, thin clients and printers. • Provide support to the end-user with the Warehouse Management System (WMS) and back office software solutions. • Triage issues with warehouse automation and associated software. • Work directly with software development to ensure quick resolutions to software issues • Supports end-user activities on a primarily Microsoft Windows-based local area network (LAN) utilizing TCP/IP • Investigate user problems and identifies their source, determines possible solutions, tests and implements solutions • Install, configure and maintain Company computers, network printers, file servers, network cabling, and other related equipment, devices, software and systems • Perform and/or oversee software and application installation and upgrades • Plan and implement network security, including configuring VPN Clients, file permissions, and adding and deleting users • Troubleshoots TCP/IP Networks, computer systems and applications to resolve issues and other operational difficulties • Develop and conduct various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems • Assist personnel of other departments with all hardware/software related questions/issues • Provide computer orientation to new and existing company staff 			

	<ul style="list-style-type: none"> • Maintain confidentiality with regard to the information being processed, stored or accessed by the end-users on the network <p>Knowledge, Skills and Abilities Required:</p> <ul style="list-style-type: none"> • Ability to communicate technical information to nontechnical personnel. • Ability to communicate and manage a team of IT technicians. • Ability to install, configure and maintain personal computers, networks and related hardware and software • Ability to track and diagnose software installation and run-time issues. • Experience in working with SQL databases and run queries in order to be able to troubleshoot or resolve a software issue. • Knowledge of computer and/or network systems, applications, procedures and techniques • Ability to identify and resolve computer system malfunctions and operations problems • Skill in organizing resources and establishing priorities • Excellent verbal and written communication skills • Ability to learn and support new systems and applications
Required Education Level	<input type="checkbox"/> No educational requirement <input type="checkbox"/> Associate Degree <input type="checkbox"/> Vocational Certificate or Credential <input type="checkbox"/> High School Diploma or GED <input checked="" type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Occupational License, including Driver's License <input type="checkbox"/> Some College <input type="checkbox"/> Master's Degree Requirement(s) <i>(please explain)</i> :
Other Job Requirements/Qualifications	<p>Bachelor's degree in Information Systems or related field required. Microsoft (MCSA or MCSE) and/or Cisco (CCENT or CCNA) Certification preferred.</p> <p>Generally, requires a minimum of five (5) years of warehouse IT experience and two (2) years as IT supervisor or manager. Experience in software development would be an advantage.</p>
Pre-Employment Requirements	<input type="checkbox"/> Background Check <input type="checkbox"/> Physical Exam <input type="checkbox"/> Other- <i>Please Specify</i> : <input type="checkbox"/> Drug Screening <input type="checkbox"/> Tools/Equipment/Uniforms
How to Apply	<p>To apply for this position and/or view other opportunities that are currently available at iHerb. Inc, please visit us online and complete the application process: https://hire.withgoogle.com/public/jobs/iherbcom</p>