Join the world leader in thermal mass flow meter technology. FCI began in 1964 by pioneering the development and application of thermal dispersion flow and level sensing technology. The Company is the world-recognized leading manufacturer for solving flow and level measurement applications for industrial process and plant applications using patented thermal dispersion flow measurement technology.

From off-the-shelf product solutions to custom engineered products and systems, FCI provides world leading experience and a record of unequalled innovation to meet or exceed our customer application demands. Complimenting FCI product leadership is a world class Flow and Level Calibration Facility in which all calibrations are performed in liquids or gases utilizing only N.I.S.T. traceable equipment and instrumentation.

Currently, we are seeking an IS/IT Helpdesk Coordinator to join our IS team.

Position Purpose:
The position is to provide process assistance to users of business systems. Under general supervision, the Coordinator will assist customers in resolving IT/IS application problems. Will take the necessary steps to recognize the problem, research, isolate, and resolve the problem. Typically can resolve problems of a moderate level of complexity referring more difficult problems to senior level team members. The applications include Infor CSI (SyteLine), Infor Configurator, Document Automation, Infor Sales Portal, Product tag generation interface systems. This position reports to the ERP/Systems manager.

Essential Job Functions (primary duties and outputs of position):
- Collect user requirements for systems applications.
- Document processes developed to enhance system applications, business procedures and policies.
- Investigation; replicate issues and errors experienced by users on systems applications to report to senior IS team member.
- Record errors and assist in correcting errors within system applications.
- Record enhancement requests
- Provide summary reports of outstanding errors, issues and requests by system users.
- Participate in interactive group discussion and decision making for process improvements or error correction.
- Follow policies, rules and procedures as defined by Documents Control.

Safety
- Follow safe work practices, participating in safety training as required, and reporting any unsafe condition or accident.

Quality
- Understand and support the quality policy and the appropriate elements of the quality management system for their areas of work

Communication
- Communicate effectively in English, both verbally and in writing.
- Maintain effective and constructive working relationships with others both internally and externally.

- Prepare accurate reports.

Education/Work Experience Requirements:
- Associate of Science Degree in software development or equivalent development experience with the following languages: Microsoft .Net, Infor Mongoose, XML, SQL query
- 1 or more years' experience as business systems process support in a manufacturing environment preferred
- Proficiency in MS Office products with advanced computer commands and menu screens
- A basic knowledge of database systems: Microsoft Access, Microsoft SQL
- Work independently; attention to detail and high accuracy of work.
- Typing speed 55+ WPM
- Handwriting must be legible.

Physical/Travel Requirements:
This position requires sitting and computer work at least 60% of the time. Standing and walking are required up to 40% of the time and lifting a maximum of 20 lbs.

These duties may be modified or changed at any time at the sole discretion of management either orally or in writing. The above statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

FCI is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law. If you are qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative.

FCI is an ITAR required employer and active participant of the DHS and SSA E-Verify program. Contract requirements for ITAR identify US citizen or permanent resident alien in the absence of ECCN.