



POSITION: End User Support Specialist
REPORTS TO: Director of Information Technologies
FLSA: Salaried Exempt from Overtime

I. PRIMARY FUNCTION

The End User Support Specialist is responsible for managing, coordinating and implementing technology within the VyMaC Corporation VMC and its subsidiaries. The focus is to make existing technologies and web applications significantly better by implementing justifiable improvements to our current technology assets and helping to design or discover existing applications/solutions. The End User Specialist works within the Information Technologies department as a representative of the various users of our technologies. The End User Support Specialist should be the advocate of the users and help to organize their complaints, requests and ideas, as well as those provided by staff members.

This position has a heavy emphasis on user support across the organization, as well as providing assistance in designing, building and implementation of technology systems for the benefit of our organization. Tasks would also include monitoring user feedback, creating bug tracking methods, monitoring the progress of approved modifications and measuring the success and progress of application testing phases. This job demands proactivity in finding better technology solutions for VMC staff and customers. This position requires experience with the ideal form and function of websites, as well as basic layout & design principals.

II. ORGANIZATIONAL RELATIONSHIPS

- A. Line
1. Reports directly to the Director of Information Technologies.
 2. Liaison between users of all VMC technologies and the IT department. This includes, but is not limited to users of various POS systems, commercial and private websites and clients who order products from VMC or its subsidiaries.
 3. Advisor to VMFS home office in hardware and software needs related to their day to day application requirement, the Vetail360 system and other web applications.

- B. Staff
 - I. Assists and advises all VMC staff on technical issues and troubleshooting hardware and software problems.

III. DUTIES AND RESPONSIBILITIES

- A. Responsible for being proactive in making sure the feedback and opinions of end users of IT systems are heard and implemented into new systems such as Verlo.com, MyVerlo.com and the Vetail360 System.
- B. Provide online, telephone and in person support for all employees of VMC and its subsidiaries, as well as its clients and customers.
- C. Proactive involvement in the design and implementation of Vetail360.
- D. Establish new vendors for hardware and software acquisition and work with current vendors to improve pricing and services.
- E. Provide corporate team members and franchisees with support, instruction and documentation on how to use common applications and retrieve the information required for their specific duties and responsibilities within VMC.
- F. Capable of programming simple HTML programming for creating basic wire frames for design discussions and eventual implementation.
- G. Keep internal technology in synch with changes in staff, their technical requirements and the company's general direction while also maintaining consistency in systems and versions.
- H. Inventory, maintain and order repair on all corporate computers and peripherals. Also accountable for software licensing and hardware acquisition.
- I. Duties include hands on assistance for hardware and network maintenance, troubleshooting and development.

IV. METHOD OF ACCOUNTABILITY

- A. Verbal and written reports to the Director of Information Technologies and senior staff of VMC.
- B. Regular personal and email interactions with VMC and its other entities including VMFS, ASG, DPC and others.
- C. Daily involvement with other members of the Information Technologies

department in providing the assistance and support needed to dramatically improve all existing technologies and create positive user responses.

V. STANDARDS OF PERFORMANCE

- A. Increased ease of use of all VMC technologies which results in greater acceptance of technological tools by our staff, customers and clients as well as an increase in positive rankings of IT initiatives and department as a whole.
- B. Development and implementation of feedback systems for various technologies which track bugs and requests and monitors the progress of approved changes by the IT staff.
- C. Accessibility and responsiveness to companywide IT demands by all users and clients.
- D. Use of expertise in advising franchisees, vendors and corporate staff to improve the ongoing use and expansion of technology use within the company.

EDUCATION High School or GED with general courses in math, English, computers.

QUALIFICATIONS Must be able to speak, read, write and communicate in English. A minimum of between 2 3 years previous experience in designing and creating graphic web sites. Knowledge of HTML and e commerce systems is required. Must possess experience working in a Macintosh environment.

PHYSICAL REQUIREMENTS Visual acuity, good eye hand coordination. Although the position is basically sedentary, walking, driving, moving and setting up equipment is required. Must be able to lift and move equipment weighing between 35 and 45 lbs.

Director Information Technologies/Date

Manager, Human Resources/Date