



**Ridewell Corporation** ♦ P.O. Box 4586 ♦ Springfield, MO 65808  
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**Job Title:** IT Support Analyst II  
**Reports To:** IT Systems Administrator

**FLSA status:** Non-Exempt  
**Classification:** Full Time

For over 50 years the Ridewell Corporation has led the industry in the design and manufacturing of heavy-duty truck and trailer suspensions. We are family-owned, family and team focused with great benefits. Ridewell is successful because of the dedication of our employees. All employees play a role in making Ridewell a customer service focused company.

**Summary of Position:** Under supervision, the IT Support Analyst II will Support end-users in resolving technical problems, responding to technical queries and issues, and providing technical recommendations. Support the network infrastructure for current and future business requirements. This position will function in a dual role of IT Support and Business Analyst.

#### **Essential Functions and Responsibilities**

- Serve as initial contact for internal users to resolve various issues involving hardware, software, and peripherals.
- Evaluate and resolve complex problems that arise, escalating advanced issues.
- Troubleshoot hardware and software issues.
- Implementation and support of IT systems hardware and software.
- Maintenance and support of wireless networks, virtual, and physical servers.
- Support ERP users to improve application of ERP system data.
- Manage remote user connectivity and access.

#### **Requirements:**

- High School Diploma or equivalent.
- 2 years of experience in an end-user support role.
- Exceptional customer service skills.
- Ability to think outside-the-box and perform research.
- Desire to learn new skills and gain knowledge through experience.
- Ability to work independently or in a team environment.
- Ability to communicate technical procedures in terms of easy understanding.
- Critical thinking and troubleshooting skills.

#### **Additional Experience (Preferred but NOT Required):**

- Associates Degree in Computer Science or related IT field.
- Software, including SQL - 2017-2019 Server, Microsoft Office 365, and Google G-Suite.
- Hardware
  - Windows vSphere Virtual Servers.
  - Wireless Network, including Meraki WAPs and Cisco Switches.
  - VOIP Phone Systems.

**Physical Demands and Work Environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Ear, eye, and foot protection required in the production shop.

#### **Benefits:**

Health insurance	Life insurance
401k match	Holidays
Vacation	Paid time off