

Position Title: Systems Administrator
Classification: Exempt
Department: IT
Reports To: Sr. Manager of IT
Date: April 9, 2024



FULFILLMENT | HITTING | ASSEMBLY

KSP Fulfillment

KSP Fulfillment is a culture-driven organization which places a high level of trust in our employees. Our operational processes are formed around our core values of integrity, respect, team empowerment, collaboration, continuous improvement, and quality. Each KSP employee is focused on achieving our company vision and *Doing the Right Things* for our customers.

Position Summary

The Systems Administrator is responsible for supporting KSP operations and customer experience teams by being their direct contact for our warehouse management system. The Systems Administrator monitors our internal help desk ticketing system. A good portion of the role is focus on solving day to day issues, with an emphasis on continuous improvement in partnership with co-workers.

Essential Functions

- Adhere to the Core Values of KSP Fulfillment
- Respond to user requests using an internal ticketing system
- Troubleshoot, document steps taken, solve or escalate the issue
- Provide support to operations and customer experience teams
- Identify and escalate situations requiring urgent attention, submit and monitor third party software support tickets
- Follow the established standards for documenting projects, configurations, and standard operating procedures
- Assist Management in gathering information and creating processes, procedures, and policies
- Perform UAT for new system functionality
- Provide on-site and telephonic technical services necessary to insure the continuing operation and optimization
- Work with management on Technology related issues, enhancements, and communications
- Respectful and non-threatening treatment of others
- All other duties as assigned

Position Requirements

- High School Diploma or its equivalent required; Bachelor's degree preferred or, in lieu of degree, 2 years of help desk, support role experience
- Previous working experience in system administration or help desk support role

Position Desired Skills

- Communication skills with a focus in technical or instruction-oriented writing and in clearly communicating complicated concepts
- Previous warehousing technology experience
- Understanding of Softeon, Shipedge, or other WMS, OMS, TMS systems
- Understanding of Cart Rover, Online Shopping Carts

- Microsoft 365 intermediate skill level

Successful Candidates Abilities

- Experience in setting and managing customer expectations
- History of establishing and maintaining a high level of trust and confidence
- Outstanding organizational and time management skills
- Excellent communication skills
- Analytical thinker and problem solver
- Extremely detail oriented

Experience level: 2 years, support desk