



9049 Tyler Blvd.
Mentor, Ohio 44060
Ph. (440) 974-8888
www.buyersproducts.com

Desktop Support Specialist

Buyers Products company, a leading manufacturer in the work truck industry, is searching for a Desktop Support Specialist to join their Business Intelligence department. The ideal candidate will have strong attention to detail, be able to address possible issues professionally and work productively. Additionally, candidate will have strong communication skills and a desire to contribute at a high level and support 24x7 revolving on call schedule.

Primary Job Duties:

This position will be responsible for the day to day support including installation, repairing, upgrading, troubleshooting & support of all hardware, software and network related problem.

Skills/ Experience:

- Minimum 3-5 years supporting a variety of software/hardware products
- 3 years in a manufacturing setting
- Microsoft OS and Office suite - All Versions
- Rebuilding and configuring Desktops/Laptops and thin clients
- Installing network printers
- Network Protocols
- Active Directory
- Office 365/Entra experience
- Cloud Cisco/Webex calling
- Terminal Servers
- Veeam and VMWare knowledge
- Strong troubleshooting skills a must
- Knowledge of Meraki routers/switches is a plus.
- Must have the ability to research and source all IT equipment
- Extensive experience working in a team-oriented, collaborative environment required.
- Support 24x7 warehouse environment

Education Background:

Bachelor's/Associate's degree in IT, CS, MIS, business, or equivalent work experience.



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Physical Requirements and Work Environment:

- Mobility and dexterity to move around office setting including accessing file cabinets or storage and navigating to different workstations.
- Must be able to remain stationary for extended periods of time and engage in some repetitive motion.
- Standing, walking and sitting for extended periods of time.
- Be able to operate a keyboard and telephone
- Occasionally move up to 50 pounds
- Must be able to operate a high lift or learn how to and must be comfortable with heights
- May occasionally need to work in extreme environments for an extended period of time where temperatures can reach 90+ degrees.

About Buyers Products Company

Established in 1946, Buyers Products Company has grown to become a leading manufacturer in the work truck industry. Buyers Products specializes in durable truck boxes, heavy duty towing equipment, hydraulics, controls, and all-season trailer accessories. The Buyers line of snow and ice equipment includes SnowDogg® snowplows, SaltDogg® spreaders, and ScoopDogg snow pushers. For more information, or to apply to this position, please visit www.buyersproducts.com.