

XP Power is a major supplier of critical power conversion technology to the medical, technology, industrial, and defense markets. We are a fast-growing company listed on the London Stock Exchange. We are looking for self-motivated professionals who thrive in dynamic environments. We are proud of and committed to our culture that values Customer Focus, Flexibility, Knowledge, Speed, and Integrity. Joining our team means you will work in a high performing global company where employees collaborate and strive for excellence.

**Job Title:** *IT Support I Analyst*

**Reports to:** IT Director; North America

**Location:** Highbridge, NJ

**Employment Type:** Full-time

**Position Summary:**

The IT Support Analyst position will provide support to the XP Glassman business, in person and via remote software. The responsibilities cover a wide range of hardware and software configuration, fault finding and repair tasks as well as individual projects to fit the business's needs. In addition, this position will assist with level I support tickets with our outsourced help desk as needed. Work with all Systems Analyst's to ensure lower level tickets at their sites are taken care of, with a focus on the East Coast Offices office.

**Key Responsibilities:**

- Manage the day to day operations of the XP Glassman IT systems and networks with the minimum amount of supervision.
- Ensure compliance of all global XP Power systems with the Global Cyber Security Policies and Disaster Recovery plans.
- Daily troubleshooting and maintenance of all company computers and other related IT equipment
- Address level 1 on the IT Ticket System, primarily remote but onsite work will be required
- Configuration of all Company MIS Equipment and installation of software according to work instructions.
- Purchasing computer supplies from local and remote vendors.
- Maintain the Asset Database and perform audits as required
- Record IT related purchases in log for budget tracking
- Help local Systems Analyst with minor issues; as well as other System's Analyst with paperwork & documentation
- Manage FreshDesk FAQ & Solutions
- Other IT duties that may be assigned as seen fit with Minimal travel to other sites

**Key Qualifications and Skills:**

- One to three years of relevant hardware and software experience is required
- Ability to problem solve technical issues
- Effective communicator at all levels of the business
- Demonstrate a sense of urgency and effective at prioritizing a varied workload encompassing all levels of our IT infrastructure
- Be diligently with a minimal amount of supervision
- Ability to prioritize workload to ensure issues are resolved in an efficient manner
- Work well with others on larger projects involving other areas of the business
- Great communication & customer service skills

**Benefits:**

In addition to competitive salary, XP Power offers a comprehensive benefits package, which includes company sponsored health insurance coverage, and a 401K plan. Non-financial benefits include a friendly work environment

This is an outline job description and does not attempt to cover the many detailed aspects inherent in the job.

Job holders will be expected to undertake similar or related duties and responsibilities to those listed.

Job Holder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

To apply, please send your resume with cover letter and salary expectation to:

Alexandra Galvez

HR Generalist

Email: [vacancies@xppower.com](mailto:vacancies@xppower.com)

XP Power is an equal opportunities employer.