



In-House IT Support Specialist

Please read the entire job description. Goliath is one of the fastest growing toy companies in America, and the US subsidiary of one of Europe's largest independent toy companies. Our top-selling products include Rummikub, Sequence, Pop the Pig, Doggie Doo, and Shark Bite. We are a small, tightly-knit team based in Plano, Texas focused on delivering super-fun, high-quality products. If you love toys and games and you want to spend your days making sure that consumers and retailers want them, then this just might be your dream job.

Qualifications Requested:

- 5+ years of relevant IT experience.
- 3+ years of experience with MS Navision ERP 2013 or later
- 3+ year of SQL database development
- Experience in troubleshooting IT problems to include local and wide area networks (wired and wireless), workstations, servers, switches, routers, printers, mobile devices, and other IT related peripherals.
- Excellent Knowledge of Microsoft and Apple products (Windows Operating Systems (server and desktop), macOS, Microsoft Office 365, Active Directory) as well as mobile devices e.g. iPhones, iPads and Android products.
- Experience with physical IT equipment moves, adds and changes.
- Excellent MS Excel skills (pivot table +)

Additional Qualifications That Would Bump You To The Top of the List:

- MS Server MCSA or MCSE
- Jet Reporting experience
- Ability to teach others what you know in an easy to digest fashion.
- Develop data cubes using SSAS for data analysis
- A+ Certification
- Cable pulling and punch down experience
- Samsung iDCS telephone system experience
- QuickBooks experience
- MS Dynamics Nav experience
- EDI experience

Qualities Absolutely Required:

- Extreme organizational skills and attention to detail – seriously, this is KEY
- Excellent customer service skills
- Ability to work independently with limited supervision
- Exceptional written and verbal communication skills
- Ability to prioritize and manage multiple projects simultaneously
- A “can do” attitude – as we mentioned, we are a small company growing quickly so we do whatever it takes to get the job done
- Being AWESOME is required!

Job Responsibilities include:

- Maintain physical IT infrastructure
- Provide end user support by phone or through deskside support
- Monitor system logs and dashboards for problems and take appropriate action to correct
- Monitor backup jobs, analyze the logs for errors and take appropriate action to correct
- Monitor security (antivirus, malware etc.) logs for problems and take appropriate action to correct
- Maintain system software and application updates
- Maintain physical & software asset inventory records
- Coordinate in-warranty repair with 3rd party

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- Perform out of warranty repairs and or upgrades (replace hard drives, memory, peripherals, etc.)
- Perform backup restores in cases of file or system data loss
- Install and configure computer system and phone for new employee
- Move, add and change existing equipment
- Communicate and collaborate with Global HQ IT department
- Various computer- or web-related projects
- Local and long distance travel is occasionally required so you must have a valid driver's license
- Ability to lift up to 30 lbs is required

What It's Like to Work Here:

- We share a strong work ethic and desire for team accomplishment.
- On days in August when we have blizzards in Plano everyone dresses formally; otherwise we are casual.
- Our "work brains" don't turn off when we leave the office - we often need to follow up on something after hours, particularly with our international offices.
- You'll need to fit in with a smart, hard-working, talented group of people who remember that we're making fun and safe products for kids and families.
- The job is based in our Plano office at W Plano Parkway and Coit Road — working from home or telecommuting is not an option.
- You'll need to hit the ground running and you'll have plenty of support doing so.

Benefits and the Fine Print (Read this):

- Despite the criteria if you read it above, we are equally likely to hire a former stay at home mom, someone who worked their way up the chain with a high school diploma or an MBA with significant work experience. The bottom line is we need someone great who will grow with us. We can tweak the job somewhat for the right person.
- We are an equal opportunity employment company.
- We offer health, dental, and vision insurance, life insurance, long and short-term disability insurance, a company-match 401K program, and a paid holiday and vacation program.
- If you don't write a cover letter specific to this job we won't follow up. We find that the people that care put in a little work up front. The good news is that this rules out 90% of your competition for this job. Please send to hire@goliathgames.com and put only the title of the job in the subject line.

No phone calls, walk-ins, or recruiters please.

