IT Specialist

Description
The IT Specialist plays a critical role in supporting the Company's core systems. This role will wear multiple hats, providing a combination of network administration, general IT support, ERP system support, website design and Prepress workflow support.

Responsibilities

- Oversee daily operations of two facilities (Minnesota and Iowa); Plan, coordinate and implement data and voice technology strategies, to include, performing software and application development, installation and upgrades
- Assist in managing IT vendor relationship/ vendor contracts related to hardware, software and IT services
- Recommend the selection and acquisition of hardware, software and IT-related services and equipment
- Assist in maintaining backup/restore and disaster recovery preparedness
- Maintain confidentiality with regard to information processed, stored or accessed by the network
- Promote and adhere to the Company's CARES core values which are embedded in all roles, fostering a culture that demonstrates commitment to: Collaboration, Accountability, Respect, Excellence and Safety
- Perform all other duties as assigned
- **Network Administration:**
    - Manage and maintain the company's network infrastructure, ensuring smooth operation and security
    - Implement and configure network devices such as routers, switches and firewalls
    - Monitor network performance and troubleshoot any connectivity or operational issues
- **General IT Support:**
    - Provide technical support to staff for a variety of hardware and software issues
        - PC and Mac
    - Troubleshoot and resolve technical problems in a timely and efficient manner
    - Maintain user accounts and manage access controls
    - Develop and administer instructions and/or conduct training for system users on operating systems, relational databases and other applications; assist users in maximizing use of networks and computing systems
- **ERP System Support:**
    - Provide support to users of the company's Enterprise Resource Planning (ERP) system
    - Troubleshoot issues related to data entry, reporting and other ERP functionalities
    - Stay up-to-date on the latest ERP system updates and features
    - Manage multiple projects and implement enterprise technology tools
    - Assist in implementing future upgrades or additions

Hiring organization
Mackay Mitchell

Job Location
2100 Elm Street SE, 55414, Minneapolis

Date posted
March 19, 2024

- **Website Design & Development:**
  - Design, develop and maintain the company website using a Content Management System (CMS)
  - Ensure website functionality and compatibility across different devices and browsers
  - Implement search engine optimization (SEO) best practices to improve website visibility
- **Prepress Support:**
  - Assist with troubleshooting and hardware support
  - Open to learn Prepress workflow systems
  - Assist Chief Systems Officer with workflow automation
  - Maintain knowledge of industry-standard Prepress software and techniques

Qualifications

- Understanding of computer components, operating systems (Windows PC and server, MacOS, Firewall, Active Directory, Microsoft 365, Oracle Server (One Point), Access, VOIP) and common applications
- Knowledge of network concepts, protocols and troubleshooting network connectivity issues
- Ability to identify, diagnose and resolve technical problems efficiently
- Familiarity with data management principles and information security practices
- Knowledge and experience with multi-server network environment
- Excellent written and verbal communication skills to explain technical concepts to non-technical users
- A patient and helpful demeanor to provide excellent technical support to users
- Strong analytical and critical thinking skills to solve complex technical problems
- Ability to prioritize tasks, meet deadlines and manage multiple projects simultaneosly
- Relevant IT certifications
- Desire and willingness to learn new technologies

Education and Experience

- Bachelor's degree in Information Technology, Computer Science or a related field
- Minimum 2-3 years of experience in a Network Administrator role
- Working knowledge of network administration principles and practices
- Project management experience (preferred)
- Strong understanding of computer hardware and software
- Experience with website design and development using a CMS (e.g., WordPress)
- Familiarity with Prepress workflow and software (preferred)
- Experience supporting ERP systems a plus
- Excellent problem-solving and analytical skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team