



T.O. Plastics is looking for a dynamic, progressive IT Manager to join our team!

This role is responsible for directing, coordinating and maintain the development, implementation, and production activities of various information systems. This position is also responsible for supporting users with various software programs, evaluating programs, and conducting analysis of current and future systems. In addition, this role is responsible for the maintenance and optimization of the enterprise and industrial networks all while improving the cyber security posture of these environments

PRIMARY RESPONSIBILITIES

Managing System Operations and Support

Coordinate or perform hardware, software/firmware upgrades as necessary; monitor and evaluate system performance to ensure the network system reliability and availability meets the needs of the company; coordinate and performs the necessary maintenance and network tuning. Install and maintain desktop PC and thin clients. Maintain equipment records including physical inventory and software inventory.

Network and Cyber Security

Research, evaluate, recommend and implement firewalls, intrusion prevention and other security appliances to enhance security posture and capabilities of enterprise and industrial network; monitor computer network for security threats and unauthorized use; lead the security and data log analysis, and network forensic activities to detect incidents and mount responses; identify compromised computer systems and report on security measures taken to address threats; analyze security risks and develop response procedures. Define and recommend security authentication and authorization for access to network resources; research, recommend and implement secure remote access technologies for employees on our enterprise and industrial networks; perform network assessments and security audits.

User Support

Provide user support and respond to the needs and questions of users concerning system access and various software programs including troubleshooting issues, determining causes and repairing as needed. Educate customers in the user of end user deices (i.e. PC, thin client, tablet, phone, etc.) Provide first level contact and convey resolutions to customer issues and properly escalate unresolved queries to the next level of support.

Strategic Planning

Conduct surveys to determine user needs; analyze current systems, reviews budget, and coordinates activities of consultants, technical personnel and vendors for services and products. Identify problematic areas and implement strategic solutions. Recommended procedure

modifications or improvements. Analyze and document business processes and problems. Develop solutions to enhance efficiencies.

Management of Marco Relationship and Agreement

Manage the negotiation and vendor relationship process with Marco; ensure compliance with agreement; maintain vendor relationship; manager any product/service issues related to the relationship/agreement.

POSITION REQUIREMENTS:

1. 3-5 years of relevant work/management experience
2. Ability to work in a combined hands-on role with demonstrated experience with a wide range of technologies and infrastructure including: desktops, servers, telecom, Skype, WebEx, security, SQL Server, database management, regulatory security and compliance, etc.
3. Proven working experience as an IT manager or relevant experience
4. Working knowledge of help desk software, databases and remote access
5. Strong client-facing and communication skills
6. Advanced troubleshooting and multi-tasking skills
7. Excellent knowledge of technical management, information analysis and of computer hardware/software systems
8. Expertise in data centric management and data governance
9. Hands-on experience with computer networks, network administration and network installation.
10. Ability to successfully interact with all levels of management, other IT professionals and end-users
11. Strong analytic and problem-solving skills
12. BS in Computer Science, MIS or similar field
13. Work requires willingness to work a flexible schedule.
14. Experience in a manufacturing environment preferred but not required

COMPETENCIES:

1. Customer Focus/ Interaction with Others
2. Problem Solving
3. Adaptability/Flexibility
4. Results Oriented
5. Communication
6. Technical Expertise

FOR MORE INFORMATION:

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https://rn11.ultipro.com/OTT1000/jobboard/NewCandidateExt.aspx?_JobID=1930