

D&L Wood Products Inc

JOB DESCRIPTION

Position Title: IT Manager
Department: Information Technology
Status: Exempt
Hours: 7:30 am-4:00 pm
Reports to: Executive Director of Operations

SUMMARY OF POSITION: Provides technical support and ensures the smooth operation of computer systems and networks. Maintains the corporate technology infrastructure following established guidelines and policies in addition to expanding and enhancing technical operating procedures as appropriate. This is a solo role that requires a talented individual who can move fluidly between hands-on technical work and higher-level decisions, communicate clearly with non-technical staff, and take full ownership of the IT function with minimal oversight.

MINIMUM QUALIFICATIONS:

- High School and/or GED required; degree in related area optional.
- 8+ years of experience in Windows networking and server environments.
- Experience supporting a small-to-medium business (50-100 employees)
- MS Windows Server and Workstation operating systems configuration.
- PC hardware replacement/troubleshooting.
- Ability to run CAT cable, terminate, punch down, and test.
- Desktop support experience for end users.
- Microsoft Office 365 administration including Exchange.
- Understanding of network topology, hardware, and protocols; VPN, VLAN, DNS, etc.
- Proactive attitude toward network and desktop environment, maintenance, and health.
 - *Additional preference will be given to candidates with direct experience in the following:*
 - Previous solo IT shop experience.
 - Database management ability and knowledge of SQL.
 - Experience with AI use and integration including localized LLM training.

ESSENTIAL FUNCTIONS OF THE JOB

Responsibilities

- Install, configure, and deploy MS Windows workstations and servers on domain.
- Operating system patch application and testing.
- Device and printer deployment and support to end users. (Papercut)
- BIOS, software, and device driver updates for workstations.
- Microsoft 365 support and administration.
- Bluebeam, AutoCAD, Cabinet Vision, and other software package support and updates.
- IT systems documentation creation and maintenance.
- Helpdesk administration, support, triage, and ticket management. (Hesk)

- Disaster Recovery planning, execution, and testing/verification. (Veeam)
- Telcom PBX administration. (Panasonic TDE/TDA Systems)
- NVR, Cameras, and Access Control implementation, management, and physical upgrades. (Ubiquiti Unifi)
- Active Network Monitoring. (Zabbix)
- Manage Network, Server and Endpoint security; ongoing user training. (Sophos, ESET, Knowbe4)
- On-boarding and Off-boarding processes.
- Asset management and inventory control.

Duty Requirements

- Requires the kind of work and personal interaction that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement.
- May perform other or specified duties as directed by the Executive Director of Operations, EVP, President or other appropriate supervisory personnel.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Knowledge of installation and configuration in all areas of technology.
- Ability to take directions and follow instructions with attention to detail.
- Adapting and overcoming obstacles to resolve problems under pressure.
- Common sense and logical approach to troubleshooting.
- Effective written and verbal communication skills
- Demonstrate interpersonal skills necessary to deal tactfully and effectively with people at all levels to develop and maintain productive relationships both inside and outside the organization.
- Ability to work independently and in a team environment.
- Maintain organized, clean, and safe workspace.

SPECIAL REQUIREMENTS *(includes equipment, hours, physical demands)*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work Environment: This position typically works in an office setting with a controlled temperature environment. Requires moving from office to office and to the shop to coordinate with others. Occasional work in shop/manufacturing environments required for systems installation and troubleshooting. Must be able to travel as needed.

Equipment: This position is required to maintain a working knowledge of all and operate all office equipment including personal computers and printers, telephone systems, copiers, etc. Must be able climb and work from ladders when required and be able to operate scissor lift. Occasional use of hand and power tools related to systems and hardware installations will be required.

Hours: This position typically works a regular schedule, beginning daily at 7:30 am and ending at 4:00 pm Monday through Friday. Hours may be adjusted as per the supervisor during high production times or tight project deadlines. Occasional off-hours work will sometimes be required to service systems and limit down time. Willingness to come in early to resolve unexpected outages when necessary.

Physical Demands: Must be able to stand, climb stairs & ladders, walk, lift, carry, bend, and stoop. Must be able to perform fine motor skills. Hearing and visual ability are required to read handwritten and/or typed documents, computer screens, identify color coded wiring and schematics, etc. and answer telephone calls. Must be able to lift and/or move up to 50 pounds. This position requires a valid motor vehicle operator license for occasional events. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
