



Information Technology Manager

The Information Technology Manager performs the duties outlined below and collaborates extensively with other groups and departments within OMAX to leverage technology solutions to improve all associates efficiency in their respective job functions.

The selected candidate will be responsible for taking ownership of technology services provided to OMAX associates. The Information Technology Manager performs tasks with minimal supervision and is expected to lead a team of technicians, administrators and systems engineers.

Duties:

- Manage, mentor and guide the OMAX Information Technology team to successfully deliver technology services to all OMAX associates
- Create a team environment that is focused on customer service, continuous improvement, innovation, effectiveness, efficiency, and productivity.
- Coordinate and oversee multiple projects, priorities, and tasks in progress simultaneously and effectively communicate expectations with team members and cross-functional stakeholders
- Responsible for management of server infrastructure (on-premise & cloud), business applications, local area network operations, information security standards and implementations, database/data warehousing, business intelligence, e-commerce, telecommunications, system backups and disaster recovery planning
- Ensure ERP system operational availability and enable system scalability to meet future requirements
- Coordinate team efforts with software development team and participate in the software development lifecycle of OMAX's ERP system
- Oversee operations of business applications including MS Office/Exchange, MariaDB/MySQL, MS SQL, Dynamics Great Plains
- Implement and enforce information security policies and manage/approve changes to user permission models and ACLs
- Ensure effective resolution of helpdesk requests/technical support issues and facilitate effective communication between company associates
- Review and approve all computer software/hardware and technology services procurement
- Participate in the strategic planning and budgeting process for technology initiatives
- Perform all other duties as deemed necessary by the department Director

Qualifications:

- 7+ years' direct technical systems support and administration experience with progressive increase in areas of responsibilities required. Minimum of 2 years in a leadership, supervisory, or management position required.
- Advanced working knowledge in several of the following areas: Windows or Linux server management, cloud services (AWS or Azure), network administration, database systems (MS SQL, MySQL/MariaDB, Oracle), telecommunication platforms, information security, disaster recovery planning, e-commerce, business intelligence/analytics, automation scripting (PowerShell/Bash), web server management (Apache)
- Ideal candidate will have a strong and in-depth understanding of relational database design, data warehousing, SQL query creation and web application development;
- Excellent oral/ written communications and organizational skills with an emphasis on customer service. Self-motivated with ability to prioritize and meet deadlines and work in a high energy, fast paced, ever changing environment
- Strong problem-solving skills and ability to react quickly to resolve issues. Self-motivated, positive attitude, high-energy individual who can multitask well
- Ability to work both independently and collaboratively with others toward mutual objectives and able to influence across non-direct reports on cross functional teams
- Continuous improvement mindset with the ability and desire to develop creative solutions to problems and continuously improve systems and processes
- Bachelor's degree in Computer Science or related field. A combination of technical training and direct experience in lieu of educational requirements will be considered
- Manufacturing industry or Oracle ERP experience a plus