



POSITION TITLE: IT manager

REPORT TO: President

LOCATION: Columbia, Maryland

PT/FT/TEMP: Full-Time

Overview

B/A Products Co. is seeking an IT Manager, to join their growing team. In this role, you will be the go-to person for Dynamics 365 ERP. Responsibilities will include providing technical and functional support for system administration, business analysis, reporting, problem resolution, end-user support, and training. You will also be key in the short and long-term feature enhancements and upgrade plans for the system. The IT Manager reports directly to the President. This is a critical role within an ever-expanding organization, part of a long-term project with multiple upgrades in the coming year.

Duties and Responsibilities

- ERP support and maintenance.
- Coordinating regression testing for software updates.
- Development and support of Data Warehouse and Business Intelligence tools.
- Work closely with executive team on information requirements.
- Managing Annual capital and operating budgets.
- Mentoring and training IT team members.
- Vendor management.
- Inventory management and support of PC desktops/ laptops, Mac laptops, printers/ scanners, mobile phone and hotspots, touch screen PCs, handheld barcode scanning computers.
- Accountable for management, updates, training and support for Windows 10, Windows Server 2016, MacOS, Active Directory User Management.
- Accountable for administration and training on software applications D365, Office365 office suite: Outlook, Excel, Word, Teams, PowerPoint, SharePoint, OneDrive, Web-browsers, and windows defenders.
- Utilizing a helpdesk ticketing system to manage support requests.
- Risk and issue management.
- Manage all system implementation initiatives.
- Manage all IT projects companywide.
- Provide application support for internal users.
- Oversee and troubleshoot phone systems (landline and mobile).
- Troubleshoots application software and database problems on a timely basis.
- Works as a system analyst with key personnel to help define user needs and develop data processing solutions.
- Works with end-users to analyze, design, construct and implement small applications in support of regular business operations; documents applications and provides cross-functional training as needed.
- Works with end users on all functional modules to document business needs/requirements for upgrades and enhancements.

Minimum Education, Skills and Abilities:

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience.
- 5-7 years in the IT and Manufacturing industry.
- 3 to 5 years of experience supporting an ERP; experience with Microsoft AX or D365 F&O or D365 FSCM.
- Demonstrates proficiency in knowledge of Cloud Computing and SaaS.
- A background in business administration, project management, or a related field will be advantageous.
- In-depth knowledge of ERP development tools, coding languages, and business processes.
- Great organizational and time management skills.
- Exceptional interpersonal, collaboration, and communication abilities.
- Excellent analytical and problem-solving skills.
- Demonstrated knowledge of systems analysis and information technology principles
- Experience with reporting and analytic applications from the technical support perspective (application support, object definitions, end-user support, etc.)
- Customer service minded, and solution-oriented.
- Ability to work with a wide variety of problems and personalities, while continuing to promote a professional and pleasant demeanor.
- Ability to exercise substantial judgment and work with limited supervision.
- Familiar with network equipment and infrastructure Firewall & Switch knowledge.
- Knowledge of Power BI tools is a plus.

Special Requirements for this position

- Ability to work a flexible schedule.
- Interprets or discusses information with others, which often involve terminology and concepts not familiar to many people; regularly provides advice and recommends actions involving complex issues.
- Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- Analyze business requirements by partnering with the leadership team to develop solutions for IT needs.
- Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems, and phone systems.
- Strong critical thinking and decision-making skills.
- Excellent project management skills and strong ability to prioritize.

