

# CONFIDENTIAL

Job Description  
F-HR-005 rev B



Page 1 of 1

## IT Systems Manager / Project Manager

FLSA: Exempt  
Revision Date: 2/16/2018

Department: IT  
Reports To: CS, F & A Manager

### Job Summary:

Big picture thinker, proactive project planner, and exceptional communicator. Accountable for proactively managing and continually improving all SilcoTek's business systems software and hardware including ERP, SharePoint, CRM software, Outlook 365, Web site, Solidworks, Adobe, CAD, and exchange servers. Accountable for security protocols and protecting SilcoTek Intellectual Property from intrusion, theft, or loss. Accountable for creating intelligent users who understand their role in maintaining system integrity and ensuring security of data and Intellectual Property.

### Essential Duties:

- Lead project planning, coordination, development, and implementation of business strategies behind SilcoTek's ERP system including the development of special programs to enhance our manufacturing, customer service, sales, and finance experiences for the customer.
- Become Acumatica business systems super user.
- Manage relationship, scope of work, schedule, and fees with service partners (Empower, Acumatica, etc.)
- Establish a team to develop "dashboard" systems to provide concise, easy to access, real-time data for employees and customers.
- Develop business software systems / dashboard to ensure accurate costing.
- Plan and develop customer systems such as access portals, on-line ordering, on-line job tracking, bar coding, multi-currency abilities, and other software solutions or applications that enhance business success.
- Proactively manage systems using remote monitoring and access controls
- Analyze and correct the cause of performance problems or bottlenecks in a quick and courteous manner
- Create and update maintain network system operational documentation, business rules, and employee training guides
- Provide on-site, phone, and remote technical support to end users.



**Additional Responsibilities:**

- This is an 8:00am – 5:00pm position but some evenings and weekends may be required
- Assists and Backs-up the System Administrator.
- Perform other duties as required

**Qualifications:**

Education/Experience:

- Bachelor's degree or equivalent experience in Computer Information Systems / Manufacturing Information Systems, Computer Sciences or related field preferred (Associates degree with experience may be considered)
- 5+ years of experience with Microsoft Exchange, mobile device support, Windows Servers, Windows Domains, Active Directory, Group Policy, and backup strategies needed.
- 5+ years of experience with diagnosing and troubleshooting networking issues, including Routers, firewalls, VPNs, DNS, DHCP, and TCP/IP.
- 5 + years of experience with VMware and virtualization strategies and implementation

Knowledge/Skills/Abilities:

- Proficient in ERP systems and implementation strategies.
- Proficient with all Microsoft desktop operating systems installation, configuration, troubleshooting, and repair
- Knowledge of Web server technology and implementation
- Knowledge of Microsoft SQL Server setup and administration
- Knowledge of both peer-to-peer and Windows Domain networks required.
- Experience and knowledge of computer hardware troubleshooting, repairs, and upgrades.
- Knowledge of commonly used desktop and client/server applications required.
- Strong research and problem-solving skills required.
- Strong written and verbal communication skills required.
- Knowledge of SharePoint and Office 365 desired
- Great people skills and a desire to provide outstanding customer service a must.
- Be able to occasionally work evenings and weekends as projects require.