

Job Description

Job Title: Manager, Information and Communication Systems / Information Technology
Department: IS/IT
Reports to: President
FLSA Status: Exempt

SUMMARY:

A key member of the Systems Operations Team

Manages information and communication systems for general business purposes. Is ultimately responsible for service levels of all infrastructure and application operations, whether delivered locally or by a group service center. Guides the company in harmonizing and simplifying business processes and re-using standard software platforms. Provides direction for the company in all aspects of information resource management with specific emphasis on budgeting, strategic planning and computer operations.

ESSENTIAL FUNCTIONS:

1. Formulates long and short-term systems objectives for general business purposes. Assist management in identifying and assessing business needs. Integrates computing requirements with overall business plans and departmental objectives.
2. Establishes and implements policies and procedures for effective and efficient operation and use of information technology. Evaluates and revises as required.
3. Manages the development and implementation of projects by establishing priorities developing plans and deploying resources.
4. Reviews all capital requests for hardware and software to ensure that all acquisitions meet company standards and user requirements. Makes recommendations for alternatives.
5. Supervise network, datacenters, Internet access, WAN links and telephone system, as locally or globally delivered and managed.
6. Provides training to user departments.
7. Develops staff by participation in selection and training and performance evaluations.
8. Other duties may be assigned by management to meet business needs.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Four (4) year degree in Information Systems/Technology or equivalent work experience. Minimum of ten (10) years experience in IS/IT environment with at least five (5) years experience in a management and supervisory position.
2. Broad knowledge of business functions including sales, manufacturing, finance and human resources.
3. Strong experience with SAP required.
4. Broad technical knowledge of hardware and software and ITIL Foundation.
5. Knowledge of PLM systems is a preferred.
6. Broad infrastructure experience working at the local, third party administration, and/or offshore outsourcing levels.

Job Description

7. Ability to understand and apply the Company's IS/IT policies, network, hardware and software and quality standards.
8. Demonstrates a high degree of personal, professional ethics and integrity while maintaining results orientation.
9. Requires self-direction, tact, diplomacy, courteous, and professional manners when dealing with internal and external customers.
10. Superior verbal, written, and interpersonal communication skills required. Ability to draft professional memoranda and correspondence with no supervision.
11. Ability to prioritize workload and shift work activities in order to meet business needs and department goals, essential.
12. Ability to make recommendations regarding job methods and departmental procedures.
13. Must be able to independently arrange and organize work efforts on a weekly, monthly and quarterly basis. Must be able to meet tight deadlines. Ability to multi-task on a consistent basis.
14. Ability to conceptualize and implement performance objectives that meet established requirements.
15. Ability to work independently, collectively within a team environment and be self-motivated in work habits.
16. Ability to work in an international network that shares in the companies values.
17. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

PHYSICAL DEMANDS:

1. Must be able to use telephone, computer, PC monitor, mouse/track ball, and keyboard for extended periods of time in order to complete assigned task and duties.
2. Must be able to attend work on a daily basis in a regular and timely manner.
3. Extended hours or overtime maybe required on occasion.
4. Must be able to use copier and fax machines on an intermittent basis.
5. Domestic and international travel (via car or airline) will be required, approximately 5% of time.

WORK ENVIRONMENT:

This is a standard office work environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.