

JOB TITLE:

Information Technology Generalist

JOB DEFINITION:

The Information Technology Generalist is foremost responsible for the daily help desk support of all our wonderful associates and expected to be a jack of trades in the technology realm. The IT Generalist will experience a wide variety of challenges and needs on a daily basis. They will be responsible managing and maintaining the companies network, domain, and existing systems along with performing administrative and technical tasks to maintain system security, site documentation, report writing, systems automation, and working on projects with various teams. The IT Generalist will also be responsible for implementing complex systems and working on integration solutions through a broad spectrum of hardware and software to standardize central management.

Working Conditions:

Work is in a variety of environments mainly consisting of office, machine shop, production, warehouse, and minimal outside work. Climbing ladders and using scissor lifts to install cabling and network devices. Safety glasses, hearing protection, and proper footwear required in the appropriate areas.

Travel:

Depending on the location of the position there is frequent travel between the two facilities in close proximity in NH. Annually there may be approximately 10% travel required for large projects and acquisition work.

General Working Hours:

Normal operating hours for the organization are Monday through Friday from 7am EST to 8pm PST. While we remain flexible with our schedule, we need to ensure on-call tech support coverage to cover plants on the East coast and the West coast during their normal operating hours as well as Saturdays. There are also certain after-hours work required from time to time such as server maintenance, ERP upgrades, etc.

Position is onsite from 7am to 4pm + remote on call duties and limited after hours projects with some occasional remote work.

Educational Requirements:

- B.S. in Information Technology or relevant field
OR
- IT Related Certifications (*CompTIA A+, Network+, Project+, Microsoft, Cisco, etc*)

Compensation:

Salaried Position. Salary will depend on location, experience, education, and certifications.

General Duties:

- Help Desk work
- Account and Systems Administration tasks
- Basic WordPress/ Website updates and modifications & SharePoint Administration
- Imaging and deploying new hardware
- Updating and deploying software

- System migration
- Asset management and device refreshing (EOL planning and scheduling)
- Site documentation
- Maintaining Windows Server & AD Environment
- Maintaining Phone and overhead paging systems
- Maintaining CCTV and Access Control systems
- Ensuring network health and security
- Installing Network devices, digital billboards, and KPI displays
- Assists in evaluation and deployment of new technology
- Completes projects related to infrastructure security and improvement
- Working with various teams on a wide variety of projects
- Becoming an SME on our ERP
- Setting up test environments for testing and verification of proof of concept
- Investigating emerging technologies
- Staying informed on emerging cyberthreats and ensure proper patching of all systems to prevent attacks
- Training employees on use of systems and technology where applicable
- All other duties as assigned

Hands On Experience Desired:

- 5+ years working experience
- Ability to learn and find the answer on your own
- Experience and knowledge in Export controlled environments to meet CMMC lvl 3 (*formally NIST800-171 + DFARS*)
- Vendor Management
- Project Management
- Managing a Microsoft Azure tenant
- Managing Microsoft Intune & Autopilot
- Managing RDS servers and thin clients
- Managing a Microsoft AD Environment with GPO
- Managing O365 suite and services including eDiscovery, Veeam, Exchange management, and spam filters
- Server imaging backups, validation, and file recovery
- VoIP Phone system Management
- Networking (various switches)
- Firewalls (Sophos & Fortinet)
- Basic Network/ Computer Security
- Powershell and basic scripting
- SQL Server and report writing via SQL Queries, PowerBI, and Crystal Reports
- WSUS
- DFSR
- Building workstations and performing upgrades on servers
- Mobile Device Management
- Establishing Domain trusts and performing integrations and migrations to Azure