

JOB DESCRIPTION

JOB TITLE: IT Administrator

Location: Jefferson, Iowa

Position Type: Full-Time, On-Site

Position Summary

The **IT Administrator** is responsible for overseeing all aspects of information technology within the company. This includes managing hardware, software, networks, cybersecurity, Microsoft 365, and technology support for our manufacturing and office teams. The ideal candidate is a hands-on leader who can troubleshoot immediate needs while also planning strategically for future technology growth.

Key Responsibilities

- **Microsoft 365 Administration & Support:**
 - Manage Microsoft 365 tenant, including Exchange Online, Teams, SharePoint, OneDrive, and security/compliance features.
 - Provide user support, training, and troubleshooting across all Microsoft 365 applications.
 - Develop policies and best practices for secure and efficient use of the platform.
- **Systems & Network Management:**
 - Maintain and support servers, workstations, network infrastructure, and cloud-based systems.
 - Ensure reliable connectivity between all office, production and manufacturing systems.
- **Manufacturing Systems Support:**
 - Manage and support ERP/MRP software, machine interfaces, and production-related technology.
 - Collaborate with operations and engineering teams to improve efficiency through technology.
- **Cybersecurity & Data Protection:**
 - Implement and enforce IT security protocols and data backup strategies.
 - Monitor systems for vulnerabilities and respond to security incidents.
- **Help Desk & User Support:**
 - Provide day-to-day IT support for employees at all levels along with remote employees.
 - Train staff on technology use and best practices.
- **Vendor & Project Management:**
 - Manage relationships with IT service providers, software vendors, and contractors.
 - Oversee IT-related projects, upgrades, and system integrations.
- **Strategic Leadership:**
 - Assess current systems and recommend technology improvements aligned with company goals.
 - Prepare and manage the IT budget.

Qualifications

- Associate's degree in information technology, Computer Science, or related field (or equivalent experience).
- 3–5 years of IT or senior-level IT support experience is a plus but not required, preferably in manufacturing or industrial settings.
- Strong knowledge of:
 - **Microsoft 365 administration (Teams, SharePoint, Exchange Online, OneDrive, Security & Compliance)**
 - Windows and/or Linux server environments
 - Networking (LAN/WAN, firewalls, VPNs)
 - ERP/MRP systems and manufacturing technologies
 - Cybersecurity best practices
- Hands-on troubleshooting ability with both hardware and software.
- Excellent communication skills with both technical and non-technical staff.
- Strong organizational and project management skills.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Occasionally required to stand
- Occasionally required to walk
- Frequently/Continually required to sit
- Continually required to utilize hand and finger dexterity
- Frequently required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry items less than 25 pounds/ up to 50 pounds

What We Offer

- Competitive salary and benefits package
- Paid time off and retirement plan.
- A supportive and collaborative work environment
- Opportunities to work on innovative IT projects

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed