



IT GENERALIST

Description

As the IT Generalist you will partner with the IT Manager to interact with our staff to problem solve hardware and software issues, maintain backups and updates, create custom Crystal Reports, create custom ERP Reports, create Power BI reports and maintain the SQL databases for the company's ERP and LIMs systems. Support outside sales team with computer and phone issues. In addition, analyze current hardware and software and make recommendations for upgrades or new purchases.

Unique to this position will be getting up to speed, then potentially working up to approximately 50% of the workdays with sister companies in other states. This work would be done remotely, most likely from our office in Westfield, at least in the early months while learning our industry. The goal is for minimal travel, but a few trips initially to become familiar with the other locations may be necessary.

We have an immediate need to fill this full-time position but intend to find just the right person.

Skills

- Strong understanding of Windows 10/11.
- Ability to provide basic or complex technical support to end users in person and remotely.
- Ability to configure and maintain a variety of devices including Desktops, Laptops, and Smart Phones.
- Understanding of printers and print services including MFP's, Barcode, and label printers.
- Experienced in Microsoft Active Directory, DNS, VPN, VOIP, and VLAN management.
- Strong background in database architecture and SQL Management Studios.
- Knowledge of Database Administration (SQL Server).
- Strong knowledge of SQL and the ability to write complex queries and create custom views.
- Knowledge of ERP systems preferably in a manufacturing setting. Knowledge of E21 is a huge plus.
- Ability to evaluate software efficiencies and effectively recommend upgrades and enhancements.
- Knowledge of network infrastructure including switches, firewall, and wireless networks.
- Strong knowledge of Office 365 and associated applications including SharePoint, Exchange, and Microsoft Teams.
- Demonstratable skill in developing business analytics in Microsoft Power BI, and Microsoft Excel.
- Strong understanding of virtualized environments and software including VMWare Esxi 6.0 or great, and Microsoft Azure.
- Strong knowledge of Crystal Reports Designer.
- Strong understanding of Disaster Recovery and Business Continuity planning and management.
- Website Domain management and the ability to maintain a website using a CMS.
- A fundamental understanding of Cybersecurity best practices including endpoint security and intrusion prevention.
- Own relationships with internet, phone and other service providers related to IT.
- Experience with E21 software by TGI is a huge plus, but not expected.

Full time opportunity, Monday thru Friday with regular office hours from 7:45 a.m. to 4:45 p.m.

Requirements

- Strong communication skills, both oral and written, with an ability to think on your feet and interact in a concise but friendly and professional manner.
- Confidence and enthusiasm, as well as adeptness at questioning, active listening, and analytical problem solving.
- 5+ years of IT operations experience.
- Bachelor's Degree in IT relevant field (Computer Science, Information Systems, etc....) or equivalent work experience.
- Experience in maintaining a company SharePoint Environment.
- Experience in metrics, reporting, and analytics development.
- Ability to work with agility as priorities can quickly change throughout the day.