



**RedBuilt is a leading engineered wood products, structural components and construction systems supplier to the commercial construction industry** across North America. Our continued reputation for unparalleled customer service and support goes back over 50 years.

And we're growing.

We currently have an IT Support Manager position open for a talented individual who wants to be part of this dynamic team.

## **IT Support Manager Job Description**

Manage all support needs for a growing company's rapidly expanding IT systems and processes including supervision of help desk resources to ensure a stable and reliable infrastructure. Must be passionate about technology and leveraging that technology to provide business value. Participate in new and exciting initiatives and projects as we digital transform processes and functions across the business.

### **Essential Duties and Responsibilities**

- **Oversee all IT support activities, including break fix and proactive maintenance for:**
  - Core/Internet networks across all sites
  - Windows Desktops
  - On-premise and Cloud based systems and infrastructure
  - Productivity Applications (Office suite, collaboration tools, etc.)
  - Line of Business Applications
  - Must be able to jump in and assist support functions if/when needed
- **Manages Service Desk and all IT operational processes and functions**
  - Oversee operational runbooks and known issues database
  - Identify incidents trends and investigate root cause
  - Contract negotiation and maintenance for all necessary support providers
  - Manage third party support escalations (i.e. application specific support)
  - Asset Management for end user productivity devices
  - Change Management
  - Business Continuity
- **Cloud Service Administration**
  - NetSuite ERP
  - Office 365
  - Azure
- **Oversee implementation of IT security plans**
- **Ensure that business defined standards, data access requests and controls are appropriately incorporated into approval procedures and systems**
- **Participate in key digital transformation projects across the business**

### **Knowledge, Skills, and Abilities (Minimum Qualifications):**

- Bachelor's Degree in Information Technology, Computer Science or equivalent experience/certifications
- Passionate about leveraging cutting edge technology and software to transform business functions
- Experience providing and/or leading IT support functions
- Experience with ITIL or similar IT Service Management standard or framework. Certification is a plus
- Experience managing Office 365 or at least one enterprise platform (i.e. email, collaboration, document management, etc.)
- Proficient in technical root cause analysis
- Experience with a manufacturing company is a plus
- Experience with ERP systems is a plus
- Excellent verbal and written communication skills including ability to interact professionally with all levels of the organization and outside parties
- Experience in a fast-paced, rapidly growing environment preferred. Must have ability to roll up sleeves and still enjoy the work. Must have "work hard" attitude, but also enjoy working in a flexible, supportive and energetic environment
- Detail oriented and excellent planning, analysis and execution skills

**If this sounds like you, we'd love to hear from you!**

Email your resume to [CLEIS@redbuilt.com](mailto:CLEIS@redbuilt.com).

Please, no phone call.

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**RedBuilt is an Equal Opportunity Employer including Disability and Veterans.**