



Job title	<i>Information Technology Operations Lead</i>
Reports to	<i>Director of Information Technology</i>

IT Operations Lead Position Summary

The IT Operations Lead is responsible for day-to-day operations of the service desk, network, and infrastructure in a manufacturing environment. There is a focus on plant operations from the IT perspective and prior manufacturing experience is a must have. There is a focus on project management within IT, ITIL and day to day hands on work. This position is a bridge between IT and the manufacturing environment.

IT Operations Lead Duties and Responsibilities

- Overseeing entire network & system infrastructure to ensure proper configuration, implementation, maintenance, security, & monitoring. Developing & enforcing standards for implementing technical solutions.
- Monitoring of logical and physical security of the network
- Developing, implementing, & maintaining policies, procedures, & associated training plans for technology infrastructure administration & project management.
- Developing, implementing, & maintaining key technology services metrics, measurements, & related reporting capabilities of KPI's as determined by supervisor. Identifying areas to improve metrics & offer solutions.
- Lead initiatives from the IT focus at the plant level
- Focus on ITIL framework as it applies to mid-size company
- Manage day to day activities within Service Desk

IT Operations Lead Qualifications

- Self-directed and self-aware with an approach focused on teamwork
- Adept at setting priorities and effectively managing their time
- Comfortable working in a fast-paced work environment.
- 6 or more years of IT industry experience with an emphasis on using IT to deliver competitive advantage in a manufacturing setting
- Bachelor's Degree in Programming, Computer Science, or related field
- Supervised small IT teams and/or help desk
- Strong technical knowledge of Cisco network, Meraki, collaboration & monitoring tools, & Microsoft technologies including Windows OS, SharePoint, Teams and Office365
- Experience in a complex Hybrid Cloud solution with high uptime
- Experience in manufacturing environment is required.
- Preferred experience and toolsets with PLC and IT technology
- Project Management experience with large IT projects, Agile training a plus

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive

list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Benefits

- Competitive Salary
- 401K with matching contributions
- Vacation
- Insurance (Health, Dental Vision)
- Bonus Plan
- Partial Gym Membership

Why Hudsonville?

We take pride in offering benefits that are competitive. Here at Hudsonville we offer a first-class work environment with a real family feel to it. We appreciate our employee's hard work, dedication, and passion. That is why we provide a comprehensive set of benefits and options designed to fit our employee's needs. We also value continuous learning and offer many opportunities for off-site training.

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>