



Seroyal



Information Technology Manager

Sudbury, MA

About Atrium Innovations

Atrium Innovations is a recognized innovative leader in the development, manufacturing, and commercialization of science-based nutritional and supplement health products. The company's mission is to be a global leader in vitamins, minerals and supplements, offering free-from science based nutritional solutions through healthcare professionals. Atrium Innovations Professional brands include Pure Encapsulations®, Douglas Laboratories®, Genestra Brands™, KLEAN Athlete®, Pharmax™, and Wobenzym®.

Nestlé Health Science invests in every employee to make certain each person can reach their greatest potential and works in an environment rooted in respect, diversity and teamwork. We focus on empowering the patients and consumers we serve to live healthier lives through industry leading nutrition and nutrition-enabling solutions by keeping their needs at the center of everything we do. We make quality and innovation our highest priorities when delivering our trusted brands such as Pure Encapsulations®, Douglas Laboratories®, Garden of Life®, and many more. We are a globally recognized leader in the field of nutrition science with our US headquarters in Bridgewater, NJ, and have over 5000 employees around the world. Come join the Nestlé Health Science family and experience exciting opportunities!

Position Overview:

Atrium Innovations, a company of Nestlé Health Sciences, is recognized around the world as an innovative leader in the development, manufacturing, and commercialization of science-based nutritional health products. We have offices and manufacturing facilities in the North America, Europe and Argentina.

This position is for a permanent, full-time role as leader of the IT Infrastructure team. The position is based at our Sudbury, MA office and reports to the Atrium CIO.

As the IT Manager, you will support business operations and end users while managing and supervising a team of IT administrators/engineers. In addition, you will manage the procurement, provisioning and maintenance of hardware, software, and related infrastructure. You will employ a high degree of customer service, technical expertise, and pragmatism as well as various techniques for diagnosing and resolving problems.

You will ensure that system hardware, software systems and related procedures adhere to standard operating procedures. You will assist our project teams with technical issues in the initiation and planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research and development within the project lifecycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out system solutions.

As IT Manager, you may also participate in technical research and development to enable continuing innovation within the infrastructure group.

Main Responsibilities:

- Provide daily IT administration, monitoring and ongoing support for computers, networks and related applications.
- Supervise and coach a team of IT administrators.
- Maintain and manage local servers and network devices, switches, access points and firewalls.
- Ensure the security and protection of data on corporate network devices.
- Manage the provisioning of systems hardware, software and related infrastructure.
- Handle user account provisioning – including Microsoft AD, Exchange/Office365, file share access rights, etc.
- Support barcode scanning operations using DSI on scan guns and related hardware.
- Escalate infrastructure and application-related issues to the senior team as needed after performing an initial assessment.
- Advise and work with site management to address all system and network issues.
- Participate and support global IT staff members with various projects and initiatives.
- Provide change management documentation when necessary.
- Provide IT training to staff when needed.
- Manage various IT projects.
- Manage the workload for external service providers.
- Administer/Manage the Service Desk ticketing system.
- Manage the IT escalations with the various business partners and functions.
- Manage the IT SLA's with the various business units.
- Provide after-hours support and escalations when necessary.

Required Skills/Abilities:

- Degree in computer science or information technology related field.
- Extensive knowledge of Microsoft Windows Operating Systems and Office 365.
- Working knowledge of networks (LAN, WIFI and WAN).
- Knowledge of network switches, routers, firewall rules; network security a plus.
- Ability to install, administer and troubleshoot computer hardware, software, and networks.
- Experience working in a manufacturing environment considered an asset.
- Experience working with various ManageEngine tools considered an asset.
- Experience in providing technology training considered an asset.
- Superior analytical and problem-solving skills.
- Excellent listener with a focus on customer service.
- Ability to work autonomously with little-to-no supervision.
- Ability to work with a virtual team.
- Excellent time management and self-motivation skills.
- Desire to learn and improve knowledge of existing and new technologies.
- Must be able to lift and move equipment up to 40 pounds.
- Good verbal and written communications.

Technologies Used

- Active Directory, LDAP, Azure
- Microsoft Office365 and all Microsoft Office products
- Windows OS 7-10, Server 2008-2019
- Microsoft Defender AV
- EMC VMware
- Cisco switches, Meraki APs, Palo Alto Firewalls
- MPLS and DIA networks with SD-WAN

- ManageEngine Desktop Central, ServiceDesk Plus, OP Manager, AD Manager, AD Audit Plus, Password Manager Pro
- ShoreTel VOIP
- SharePoint, Box
- JD Edwards Enterprise One, DSI, ConnectShip
- Magento, Salesforce.com
- Dell and HP personal computers plus Apple Macbook
- Motorola Scan Guns, Zebra Printers

Job Type: Full-time