



IT Manager

Job Type: Full Time

Work Location: Onsite

About the Role

SI Systems is a niche, innovative supplier of supply chain automation solutions. We work with manufacturers, industrial companies, and order fulfillment operations to help them improve the way materials and products move through their facilities.

We are looking for a **hands-on, organized, and technology-minded IT Manager** to take ownership of our day-to-day IT environment and help us continue to improve how technology supports our business.

This is an important role within our organization. You will be the primary point of contact for our employees when they need technology support and will work across the company to keep our systems, equipment, users, and information secure, reliable, and running smoothly.

You will manage a wide range of responsibilities—from user support, computers, Microsoft 365, networking, backups, security, and business applications to working with outside technology vendors and supporting our remote locations.

At the same time, we want this role to look forward. We are increasingly interested in how **AI, automation, and new technology can help us work smarter**. The right person will help us identify practical opportunities to reduce repetitive work, improve processes, and make better use of the technology we already have.

We are looking for someone with a solid technical foundation, good judgment, a willingness to learn, and the ability to figure things out. In a small-company environment, being resourceful and knowing when to solve a problem yourself versus when to bring in outside expertise is just as important as technical knowledge.

This position requires an onsite office presence.

What You'll Do

IT Operations & Support

- Take ownership of the company's day-to-day IT operations and provide responsive technical support to employees.
- Manage and maintain computers, laptops, mobile devices, printers, copiers, phones, and other technology equipment.
- Manage Microsoft 365, including user accounts, email, Office applications, permissions, and related support.
- Administer and maintain the company's network, servers, connectivity, and related infrastructure.
- Manage user accounts, access, permissions, and security across company systems.
- Troubleshoot hardware, software, connectivity, and application issues and resolve problems efficiently.
- Coordinate with outside IT and technology vendors when specialized support is required.
- Support employees working from remote offices and locations.
- Maintain an organized inventory of company hardware, software, licenses, and technology assets.

Cybersecurity & Data Protection

- Help maintain a secure and reliable technology environment.
- Manage and monitor antivirus, security awareness, access controls, and other cybersecurity tools.
- Support company security awareness and employee training initiatives.
- Maintain reliable data backup processes and periodically verify that backups are functioning properly.
- Help maintain appropriate policies and procedures related to data security, access, and technology use.
- Assist with PCI compliance and other technology-related compliance requirements.
- Maintain the confidentiality and security of employee, customer, and company information.

Business Applications & Systems

- Support the company's core business applications and assist employees with system-related questions and issues.

- Manage user access, configuration, maintenance, and updates for applications such as CRM, Microsoft 365, Business Central, reporting tools, file management systems, and other business software.
- Work with department leaders to understand technology needs and recommend practical solutions.
- Assist with software installations, upgrades, testing, and implementation.
- Maintain documentation for systems, procedures, user accounts, and technology assets.
- Keep company technology and software reasonably current through updates, patches, and upgrades.

AI & Technology Innovation

- Stay familiar with practical AI tools such as ChatGPT, Microsoft Copilot, Gemini, and similar platforms.
- Help identify repetitive or time-consuming tasks that could be improved through AI or automation.
- Work with employees to explore practical ways AI can improve productivity, documentation, communication, reporting, and information management.
- Assist in organizing and structuring company information so it can be effectively used by AI tools and automated workflows.
- Help employees understand how to use AI tools effectively and responsibly.
- Evaluate new technology and AI tools and make practical recommendations based on business needs.
- Work with management to test and implement technology improvements that provide real value to the organization.

Technology Planning & Vendor Management

- Help develop and manage the company's annual IT operating and capital budgets.
- Research and recommend hardware, software, services, and technology upgrades.
- Manage relationships with technology vendors, service providers, and telecommunications providers.
- Assist with equipment purchasing, licensing, renewals, and implementation of IT products and services.
- Help ensure technology investments are practical, secure, and aligned with the company's needs.

General Business Support

Because we are a small and collaborative organization, there will be times when you will wear a few different hats. You may assist with website updates, employee onboarding, technology-related training, office security systems, shipping technology equipment, or other projects where technology support is needed.

We're looking for someone who sees those opportunities as part of being a valuable member of a small team—not as tasks that are "outside the job."

What We're Looking For

- A bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field; equivalent practical experience will also be considered.
- Approximately 3–6 years of experience in IT support, systems administration, network administration, or a similar hands-on IT role.
- Strong troubleshooting and problem-solving skills.
- Experience supporting Windows-based computers and business environments.
- Experience with Microsoft 365 and common business applications.
- A working understanding of networking, including switches, routers, Wi-Fi, firewalls, and remote connectivity.
- An understanding of cybersecurity fundamentals, user access controls, backups, and data protection.
- Experience managing hardware, software, licenses, and technology vendors.
- Strong organizational skills and attention to detail.
- The ability to communicate technical information clearly to people with different levels of technical knowledge.
- The ability to prioritize multiple issues and determine what needs immediate attention.
- Good judgment and the ability to work independently.
- A willingness to learn new technologies and investigate solutions when you don't immediately know the answer.
- Experience using AI tools such as ChatGPT, Microsoft Copilot, Gemini, or similar platforms.
- An interest in finding practical ways AI and automation can improve everyday business processes.

Technology You'll Work With

Experience preferred:

- Microsoft 365
- Windows environments

- Networking, switches, routers, Wi-Fi, and firewalls
- Backup and data protection systems
- Cybersecurity and security awareness platforms
- Business Central and reporting tools
- CRM systems
- File management systems
- Microsoft Office applications
- Mobile devices and telecommunications
- AI tools such as ChatGPT, Microsoft Copilot, or similar platforms

You don't need to be an expert in every technology listed above. We value **strong fundamentals, problem-solving ability, curiosity, and the ability to learn.**

Why Join SI Systems?

At SI Systems, you won't be managing IT from a distance. You'll be an important part of the day-to-day operation of the company and will have the opportunity to make a visible impact.

Because we are a small, entrepreneurial organization, your ideas and decisions can make a real difference. You'll have the opportunity to work directly with employees and management, learn how different parts of the business operate, and help shape how we use technology going forward.

We're also actively exploring how **AI and automation can change the way we work.** This position will have an opportunity to help lead that effort—not by building complicated AI systems, but by finding practical ways to use technology to eliminate repetitive work and make our people more productive.

We offer:

- Health, dental, and vision insurance
- 401(k) retirement plan with company matching
- Flexible work schedule
- Life insurance
- Vacation and holiday pay
- A collaborative, entrepreneurial work environment
- The opportunity to work with innovative supply chain automation technologies
- The opportunity to have a meaningful impact on how a growing company uses technology

About SI Systems



SI Systems Inc., a Paragon Technologies Company, is an independent material handling automation solutions provider. We provide automation solutions to manufacturing, industrial, and order fulfillment centers throughout the United States and internationally.

Our work combines technology, engineering, software, and practical problem-solving to help our clients operate more efficiently.

If you're looking for an IT role where you can **own the technology environment, solve real problems, learn new things, and help shape how a company uses technology in the future**, we'd love to hear from you.

SI Systems is an Equal Opportunity Employer.

SI Systems recruits, employs, trains, compensates, and promotes individuals without regard to race, religion, color, national origin, sex, disability, age, veteran status, or any other protected status as required by applicable law.