



## **IT Specialist – Full Time - Duluth MN**

Moline Machinery LLC is a leading industrial food processing equipment manufacturer in Duluth, MN, in business since 1945 and family owned. Our equipment is distributed both domestically and internationally to large high-volume industrial bakeries and food processors for the automated production of baked goods and other food products. Our campus includes office buildings, 120,000 Sq. Ft. of manufacturing space and a new technical center where Moline equipment and customer formulations are tested and proven.

EOE

### **Job Description:**

Provide technical support for day-to-day company IT needs with network and infrastructure, employee computers and peripherals, and interface with Moline's 3<sup>rd</sup> party technical support contractor. The IT Administrator is responsible for assisting with development and execution of the technology plan, and maintain knowledge of alternative hardware, software and support services on the market that could benefit the company (computers, tablets, cloud-based technology, broadband connections etc.).

### **Duties Include:**

- Install and configure computer hardware, software, systems, networks, printers and scanners
- Providing technical support across the company (this may be in person or over the phone)
- Diagnose, troubleshoot, and resolve hardware, software, and network issues
- Provide support to end users for computer, server, printer and software & telecom needs and monitor issues through 3<sup>rd</sup> party support / ticketing system to ensure a timely resolution. Escalates problems as appropriate
- Ensure the proper implementation and management of cybersecurity controls
- Monitor network utilization/performance and recommend procedures for network optimization, security, reliability, and availability
- Manage servers (virtual and physical) and computer configuration
- Manage system updates and system backups
- Manage user accounts on the network (adds and deletes users, controls access to the network)
- Manage software licensing for servers and pc's
- Manage Active Directory, Group Policy and O365 environments
- Actively review reports of computer, server, and peripheral equipment
- Researches new and available technologies for implementation
- Recommend plans for system and network upgrades including budget analysis
- Occasionally help controls engineers with machine/PLC networking plans and diagrams
- Work closely with Facilities Engineer on building security, HVAC controls, and machine tools
- 24x7 on-call responsibilities.



### **Computer Skills**

- To perform this job successfully, an individual should have working knowledge of Office 365, Exchange, SharePoint, Windows Server 2012/2016, Windows 8 & 10, Active Directory, Group Policy, Autodesk applications, Terminal Services, SQL, ERP, TCP/IP, WAN, DNS, DHCP, VMware, Remote application and implementation.

### **Job Requirements:**

- Associates degree in technology related field, or equivalent, related work experience
- 2-4 years' work experience preferred, as well as any relevant certifications
- Excellent customer service and problem solving skills
- Ability to prioritize and manage multiple tasks, while maintaining high customer service standards
- Good written and verbal communication skills.
- Good organizational and documentation skills.
- Ability to work well with others; team player.

### **Physical Demands/Working Conditions:**

Work is performed in a typical office environment, requiring use of the phone and moderate use of the computer. High attention to detail required.

Interested applicants may submit a cover letter and resume via email [jobs@moline.com](mailto:jobs@moline.com) .  
[www.moline.com](http://www.moline.com)