

RIVER WILD

IT OPERATIONS MANAGER

About Us

RiverWILD is a locally owned and operated investment and leadership company that impacts and develops people, the community, and our family of brands. We maximize our experience in real estate, construction, agriculture, and retail to offer products and a business relationship worth investing in.

Job Overview

We are looking for an experienced, full-time, IT Operations Manager that will help our businesses adapt and evolve to meet the needs of today's rapidly evolving business landscape. The IT Operations Manager will work with leaders to understand business needs and help find solutions to improve efficiencies.

Job Responsibilities

Hardware & Software User Support

- Provide basic user support by troubleshooting hardware and software issues.
- Set up new hire hardware and software applications, and provide IT onboarding training.
- Offboard terminated employees such as shutting off access to company softwares, hardwares, and building access.
- Maintain asset inventory database for all IT equipment.
- Order, install, configure, and maintain all hardware, software, and peripheral devices.
- Manage recurring software subscriptions.
- Schedule routine maintenance on all company equipment.
- Configure, troubleshoot, and support all network devices, switches, routers, printers, VoIP system, etc.
- Maintain and set up audio-visual equipment for meetings, such as projector, chrome cast, extension cords, etc.
- Maintain telecommunication accounts.
- Research new software, suggest areas for improvement for internal processes, and create workflows to implement those processes.
- Ensure continuity amongst business units through high level understanding of which IT systems and features the businesses require.
- Assist with the annual IT budget.

Security

- Stay up to date on the latest cybersecurity threats and take preventative measures for the company.

- Distribute company-wide email communications and notices related to cybersecurity best practices, technology issues, new procedures, planned outages, etc.
- Manage facilities security systems and softwares.
- Enforce hardware and software security measures such as multi-factor authentication, antivirus software and other necessary proactive measures.

Server Administration

- Manage hardware, software, databases & licensing on Windows 2016 Servers.
- Maintain architecture for servers, including support for data integration with third-party systems and software.
- Maintain daily backups and implement a solid disaster recovery program.
- Implement all system updates, upgrades and migrations.
- Maintain firewall, ldap, VPN, DHCP, switch and ISP configurations.

Website Support

- Minor content changes on web pages using content management or basic HTML.
- Submit website issues to the provider support team.
- Purchase, maintain, manage all company-owned domains and DNS settings.

Qualifications

- Proficient with Google products and Android (i.e. Google Business Suite)
- Proficient with Apple products and iOS
- Proficient with Windows products and operating software
- Experience with HTML, Wordpress, Squarespace, and Shopify
- Highly developed hardware/software troubleshooting techniques
- Ability to provide L2/L3 technical support
- Willingness to work a flexible schedule, including nights and weekends, based on the needs of the business
- Excellent communication and problem solving skills



Why Work For Us?

Here at RiverWILD, our mission is to impact and develop our employees and those we do business with each and every day. We are only able to achieve our mission by living out our Core Values. Our Core Values provide us with a clear understanding as to what our culture is all about - Will to Win, Intentional Adaptability, Live Compassionately, and Disciplined Execution.

Our Core Values are built on the foundation of Faith and Family. Our Faith in God guides us; to believe the best in each other, value family, and love our community.

RiverWild Perks & Benefits

- Full Kitchen: Our kitchen is fully available for your use and is even stocked with healthy snacks, candy bars, sweets, coffee, and more.
- Casual Dress Code: Replace your loafers and pumps with flats or sneakers. Our dress code is relaxed and approachable.
- Company Outings: We've never been able to get into the "all work and no play" concept. We'll frequently cut out early and go do something fun. Many of our larger events are pre-planned and already on the calendar.
- Community Volunteer Opportunities: One of RiverWild's core values is "Live Compassionately". We take time throughout the year to get connected with and come alongside our local community.
- FitWILD Center: We have an onsite gym that employees can use at no cost.
- Health Insurance: We offer health insurance to all RiverWild employees and their eligible dependents.
- Retirement Program: Saving for your future is important and RiverWild will match your contributions up to 4%.
- Paid Time Off: We offer a competitive PTO program for our employees.
- Wilders Discount: All employees receive a 25% discount on all meat and produce products from Wilders Farm.

Compensation

Compensation will be discussed in the interview process based on experience and skill level.

Apply Today!

If this sounds like a good fit for you, please complete our online application found on our website or email us your cover letter and resume to [**jobs@staywild.com**](mailto:jobs@staywild.com).