

We want you! Your creative brilliance. Your positive attitude. Your commitment to delivering the best. And, if you happen to be good at ping pong...well, all the better!

## **ABOUT US:**

Join Baudville, Inc., *The Place for Daily Recognition*, a trailblazing business-to-business product innovator, catalog marketer, and Internet retailer located in the thriving City of Grand Rapids, MI.

Under one big building are the trifecta of teamwork: Baudville, IDville, and hi5. Baudville is an industry leader in providing day-to-day recognition solutions and awards for schools and the workplace. IDville specializes in photo identification systems and accessories that promote the safety of employees, students, and staff. And, hi5, our newest brand to join the team, offers innovative service awards and performance-based recognition programs.

Together our three brands serve business, education, government, and healthcare markets while setting marketing trends and pioneering new products that make our competitors drool.

## **ABOUT THE OPPORTUNITY:**

Baudville is looking for an experienced IT Manager. The IT Manager serves as the point of contact for all main software and hardware initiatives throughout the entire organization. Ensures that systems are designed for maximum efficiency and redundancy in all business matters. Maintains the highest level of security and safety to entire network and plans all future upgrades and/or transitions. If you meet the qualifications, enjoy a challenge and would like to work in a fun work environment, please submit your resume today.

## **JOB DUTIES:**

- Oversees the hardware needs of the organization. Maintains and controls entire network and has a written plan for the next 36 months.
- Identifies and evaluates business and technology risks and sees how to mitigate risks. Maintains the highest level of security and safety possible. Implements and plans weekly, monthly and quarterly written reviews of the security of the network.
- Oversees the software needs of the organization. Maintains and controls an entire written software upgrade plan for the next 36 months.
- Ensures that our uptime for general services is a 99.95% or higher.
- Oversees the software and hardware needs of running our external websites.
- Organizes and plans all software resource allocation to a variety of internal and external needs.
- Maintains the highest level of safety and security of all vital internal data and customer data.
- Manages all backup procedures, tapes and systems to ensure data can be restored. Designs and implements disaster recovery plan for entire organization.
- Manages and reviews the entire network backup systems for proper retention and recall of all data sources.
- Oversees the purchase of and handling of PC hardware, printers, scanners, etc.
- Reviews and recommends software and all technical-based systems purchases throughout the entire organization. Controls and maintain system for software archiving.
- Oversees phone systems and develops plans for future phone upgrades as required by sales and marketing.
- Develops, modifies and enforces all hardware, software and security policies.
- Directs and evaluates outside network consultants workload.

## **QUALIFICATIONS:**

- Associates or Bachelor's degree in Information services or technology related discipline *and* 3 - 5 years' experience as an IT Manager **or** 5 – 8 years IT Manager experience.
- Ability to interact with staff, at all levels, in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism.

- Must have excellent verbal and written communication skills and strong listening skills. Ability to communicate clearly and concisely; graciously deal with all types of customers.
- Ability to prioritize and demonstrate an ability to change priorities when the situation requires.
- Excellent problem resolution skills and strong attention to detail.

At Baudville Inc, also known as *The Office of Positive Mojo*, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are an equal opportunity employer dedicated to workforce diversity and a drug- and smoke-free workplace. Drug screening and background check are required.