



Job Title: IT Specialist

About Us:

Solmetex is a growing dental manufacturing company based in Massachusetts. Solmetex is the market leader in the amalgam separator technologies and aims to be the premier provider of waste and water treatment solutions for the dental industry.

About the Opportunity:

We are looking for a diverse and dynamic IT Specialist. This position plays a critical role in the ongoing success and growth of the company. This position reports directly to the VP of Finance & Operations.

The IT Specialist is responsible for performing all operational processes and procedures, ensuring that all IT services and infrastructure meet operational targets. The position works closely to identify opportunities for security improvements, as well as makes recommendations and provides implementations for the automation of internal processes and procedures.

The ideal candidate is entrepreneurial, self-directed and passionate about providing exceptional experiences for customers, advisors, investors, clients, and employees. Because this is a growing organization, this position will need to work across many disciplines, interacting effectively throughout the organization and fully leveraging the resources available. The position will provide a challenge, satisfaction and the opportunity for continued career growth.

Essential Functions, Skills, and Knowledge

- Windows systems management.
- Maintain Active Domain & Office 365
- Ability to support Microsoft ERP, CRM, EDI and other essential business software
- Responsible for gathering, compiling and synthesizing information related to systems capabilities, end-user needs, audit, security, and infrastructure needs.
- Safeguard data and troubleshoot as needed
- Recognizes improvement opportunities and effectively presents recommendations to stakeholders or implement if within the span of control.
- Accurately identifies, defines and communicates the business problem and solution scope.
- Works closely with development team members in a supportive capacity to provide troubleshooting and deployment support.
- Manages requests for change and ensures proper change control procedures are followed.
- Understands the Solmetex organization and business environment.



Education, Skill, and Experience Required

- Bachelor's Degree in computer or information science or related experience
- Computer Science or IT qualifications preferred
- The ideal candidate will have at least 5 years of related experience as a Network Engineer / IT Specialist
- Ability to communicate effectively with an array of diverse employees.
- Must be highly collaborative, respectful and productive working across a wide array of vendors, employees, leadership team, and partners.
- Strong decision-making and organizational skills
- Reliable, detail-oriented and highly motivated
- Knowledgeable and experienced enough to step right into a fast-paced work environment.

Work Environment

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. On occasion, the job will require going out in the field, visiting vendors.

Physical Demands

This is mostly sedentary outside of travel in an office space. This would require the ability to sit at a desk, frequent walking, bend or stand as necessary.

Position Type and Expected Hours of Work

This is a full-time position, exempt position. Designated days and schedule will be primarily Monday-Friday though will also be based on the needs of the operation and business, requiring weekends, nights and early mornings; especially given the state and early stages of the company.

Travel

Travel is not required as part of this job.