



IT Manager

Bobcaygeon, Ontario

(File Reference: ITM-2019)

Client Company

For over 80 years, Kawartha Dairy has been proud to be a 100% Canadian-owned company, still operated by the same family that founded it in 1937. Although the company has grown tremendously from its early days, it remains headquartered in the lakeside community of Bobcaygeon, Ontario, where it was founded, near Peterborough, an hour north of the GTA.

Today Kawartha Dairy operates 10 retail stores and services a wide range of customers, from grocery stores to foodservice establishments and of course, ice cream parlours. The company also provides custom production services to other food companies, using Kawartha's expertise in the business to produce ice cream and other specialty dairy items to the exact specifications of these firms.

Reflecting the growth in the brand and the business, Kawartha Dairy has recently constructed a 54,000-square-foot warehouse just south of Bobcaygeon to serve its provincial operations. The facility will hold about 3500 pallets and represents the biggest capital project in the company's 80-year history.

The **IT Manager** will charter a new operational direction for the company's information resources and infrastructure while maintaining and improving the reliability of existing information technology systems and networks. Reporting to the Director of Finance and IT, the position will be performing both technical and administrative tasks to ensure functionality and efficiency of computer and telecom system. This is presently a stand-alone role with no direct reports but with potential to establish and organize a high-functioning IT resource within a rapidly growing business.

Kawartha Dairy is looking for an energetic, team player with a can do attitude and a willingness to do what it takes to make a difference.

KEY ACCOUNTABILITIES:

- Develop and implement needs' assessments, evaluations, and long-term plans related to technology initiatives, equipment and software.
- Collaborate with management on the development, revision, and adoption of information technology tools and resources.
- Set priorities for materials, supplies, and equipment acquisitions.
- Monitor backup, application, network and system issues and be proactive in resolving any issues as they arise.

- Ensure hardware requirements are in place and maintained (laptops, desktops, printers, mobile devices, etc) to support manufacturing and retail functions.
- Maintain Server Infrastructure.
- Maintain Internal Network.
- Provide on-going technical support to all locations (Headquarters, Plant, Retail stores).
- Set up user accounts, desk phones, mobile phones, workstations, computers and any other technology required by employees.
- Act as a liaison with IT vendors.
- Maintain email/phone systems.
- Manage IT budget and purchases.
- Provide IT-related training to staff as required.
- Other duties as assigned.

Education And Qualifications

- Certificate or degree in Computer Science, Information Technology, or a related field.
- At least 2-5 years of experience in an IT Service Management role including some experience in building software requirements documents for the delivery of IT initiatives.
- Knowledge of HTML, SQL and any other programming languages.
- Familiar with Systems and Software (Microsoft Nav), reporting capabilities, and trouble-shooting.
- Strong working knowledge of the Microsoft Office suite of products (Excel, Word, Outlook and PowerPoint).
- Knowledge of network security, antivirus and anti-spam techniques
- Ability to oversee the coordination and implementation of computer and peripheral systems, to include planning, specifications development, purchasing, installation, training, troubleshooting, and repair.
- Ability to develop, manage and monitor budgets.
- Demonstrated effective verbal and written communication, interpersonal and problem-solving skills.
- Strong attention to detail.



POSITION PROFILE

Compensation & Opportunity

Our Client offers competitive total compensation including an attractive base salary and incentives, group benefits, retirement savings plan and the opportunity for career development in a dynamic Canadian-owned company with impressive growth potential.

For further position details and consideration, highly qualified Candidates are invited to submit their resume information in confidence to (please quote the File Reference number above):

Matthew Savino, B.A., LL.B., C.H.R.E.

Executive Search Partner

SHRP Limited

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All Applications treated confidentially. While we appreciate all applications, we can only contact those individuals selected for interview.

We are committed to providing accommodation for persons with disabilities. *Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).*