



### **I.T. Support Manager**

Bollinger Motors is looking for a full-time IT Support Manager. In this role, you will work closely with the entire team at Bollinger Motors as the company's in-house IT specialist, in coordination with our external IT consultants. This position reports to the Chief Financial Officer and is an in-person role at the company's Oak Park, MI headquarters.

### **Essential Duties & Responsibilities**

- Administer network users, email accounts, and other applications requiring login.
- Install, maintain, and monitor workstations and applications while ensuring security of data, network access and backup systems.
- Tune operating system, network, hardware, and system components for optimal performance.
- Troubleshoot and document any procedures or processes discovered or performed.
- Plan, organize, control, and evaluate IT and electronic data operations.
- Act in alignment with user needs and system functionality to contribute to organizational policy.
- Audit systems, identify problematic areas, and implement strategic solutions.
- Preserve assets, information security, and control structures.
- Handle annual software budget and ensure cost effectiveness.
- Maintain documentation of existing and future systems.
- This job may require you to lift and transfer objects typically not in excess of 50 lbs. You may be required to reach objects typically not in excess of 5 lbs. up to 8 ft. above the floor while using a step stool.

### **Education, Skills and Knowledge**

- Bachelor's degree in information systems or related field or Microsoft Certified Solutions Associate (MCSA) preferred.
- 5+ years experience in the following areas is preferred:
  - administering Windows 2012/2016/2019 servers (setting up users, groups, permissions, policies, DHCP, DNS, WSUS, File and Print Services, etc.)
  - installing, configuring and troubleshooting network-based equipment
  - PC configuration, desktop design and software deployment preferred
  - working in Microsoft SQL 2008 through 2017
  - working in automotive industry
- Working with cloud services solutions (e.g. Amazon Web Services) a plus
- Working with collection and analysis of data from smart connected devices a plus
- Microsoft Certified Solutions Associate (MCSA) certification is preferred.
- Demonstrated experience in enterprise-wide software application deployment.
- Knowledge of Microsoft Active Directory, Microsoft Office, Windows Desktop, Server OS and MAC iOS. Knowledge of networking protocols including TCP/IP.
- Ability to maintain good intercompany relations, ability to explain complex solutions and problems to users (regardless of their technical ability), excellent problem solving and communication skills, good documentation skills, all required.

Email resume to [careers@bollingermotors.com](mailto:careers@bollingermotors.com)

**BOLLINGER MOTORS**

**14925 W 11 MILE ROAD OAK PARK MI 48237**



**ALL APPLICANTS MUST BE AUTHORIZED TO WORK IN THE UNITED STATES**

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