

## Manager IT Infrastructure

Fulltime | Kennesaw, United States

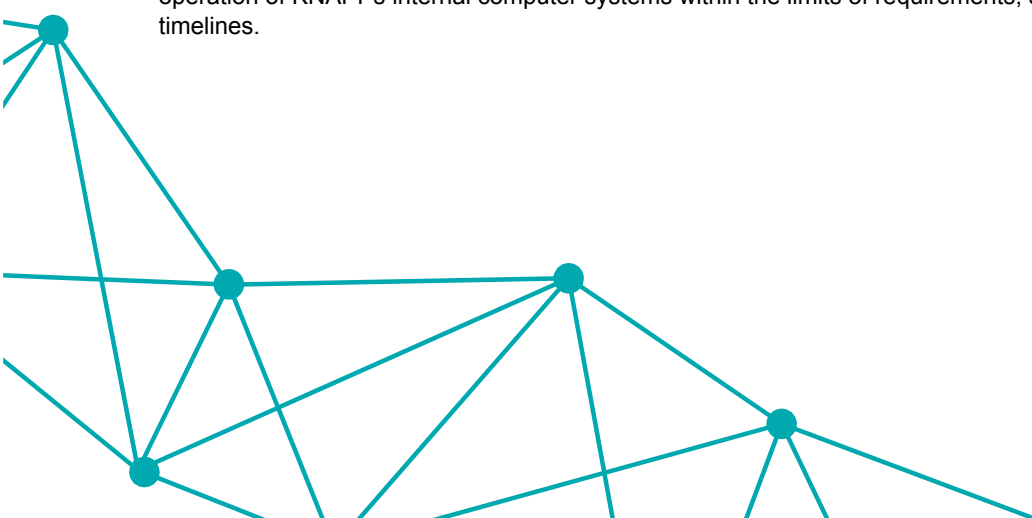
### WHO WE ARE

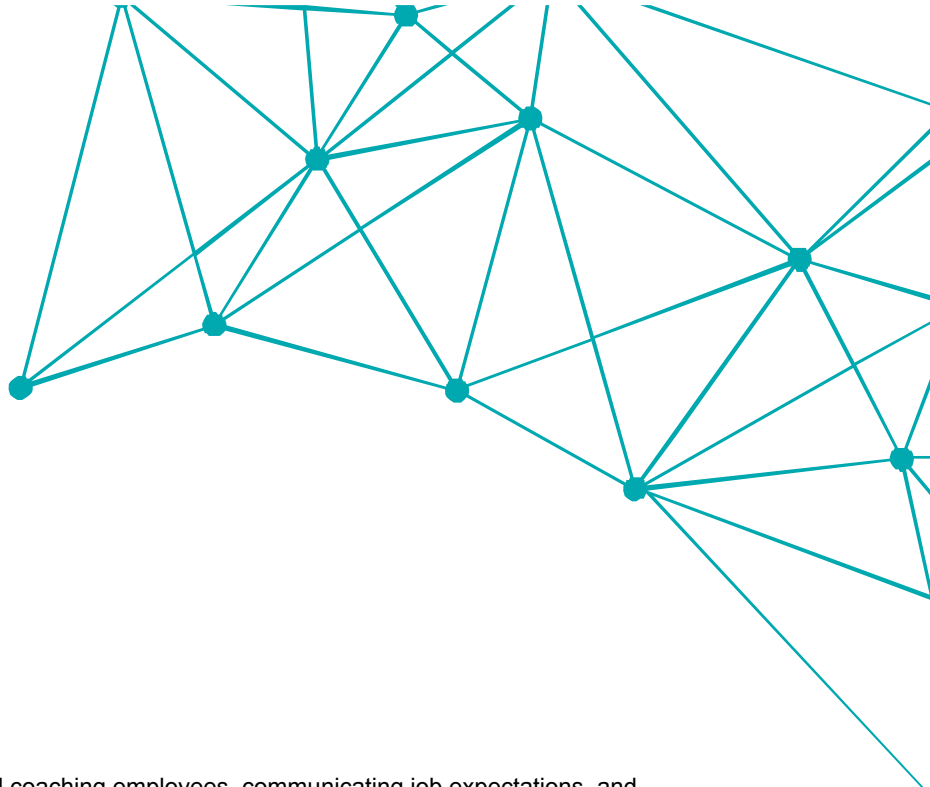
At KNAPP (pronounced K-NAP, not Nap!), we “Make Complexity Simple” by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer’s value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world’s industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing.

We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit [www.knapp.com](http://www.knapp.com).

### WHAT YOU GET TO DO

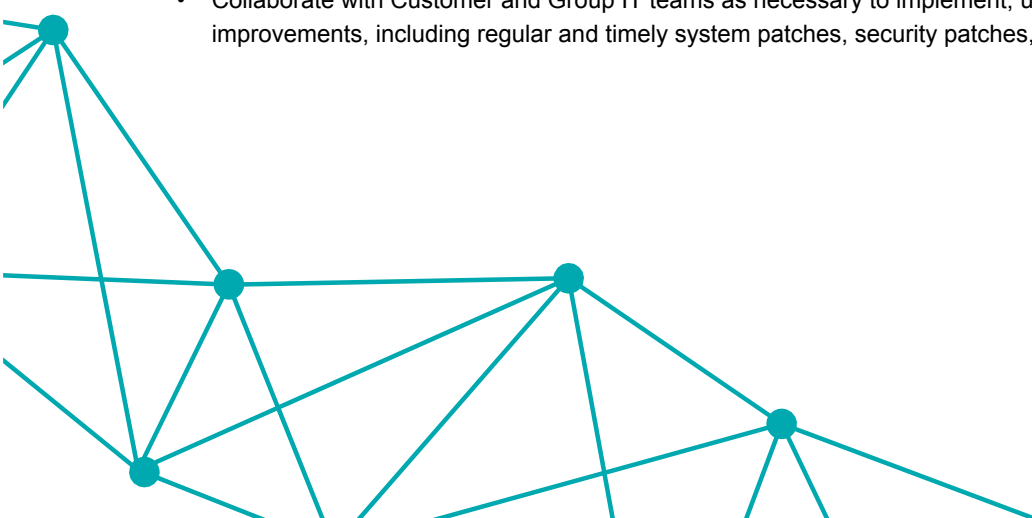
The Manager IT Infrastructure will work with our clients, internal stakeholders and local contractors to develop, implement and service IT Infrastructure and Network designs for large warehousing operations for clients both during projects as well as in ongoing customer service. The Manager IT Infrastructure will also work with the parent company to develop and maintain information technology strategies by managing staff, researching, and implementing IT specifications from headquarters, report on the status of the implementation and ensuring smooth operation of KNAPPs internal computer systems within the limits of requirements, specifications, costs and timelines.





### Essential Functions and Responsibilities:

- Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising performance and completing projects by coordinating resources and timetables with end-user departments.
- Provide, together with team, primary support for all Client and KNAPP IT equipment, including laptops, mobile phones and printers as well as basic support for network switches, routers, firewalls, and access points.
- Administer incidents and service requests and work with procurement to purchase approved IT equipment.
- Contribute expertise to the Global IT team and support global initiatives depending on focus area.
- Monitor and create regular management reports that track usage, performance, capacity, growth trends, etc., as it relates to the company hardware/software.
- Perform long-term capacity planning in conjunction with other team members to determine need for both hardware and software purchases.
- Recommend subsidiary relevant information technology strategies, policies, and procedures by evaluating organizational outcomes, identifying problems, evaluating trends, and anticipating requirements and aligning with global IT Organization.
- Perform liaison and contracting functions between company users, consultants, suppliers, and vendors to install, commission, test, and manage existing and new network devices and software in accordance with KNAPP standards and project/operational requirements.
- Collaborate with and manage systems staff to install, commission, configure, and generally ensure the tight integration of web services, network links, hardware, and peripheral components into the company LAN.
- Together, with your team, perform system monitoring, verify the integrity, performance, and availability of all hardware, wired, and wireless connections, reviewing device and application logs, and verify completion of scheduled jobs such as configuration backups.
- With team, provide technical assistance related to daily and assigned use for internal and external clients. Assist users and desktop support staff in identifying sources of and correcting errors and diagnose system hardware, software, and operator problems; recommend or perform remedial action.
- Along with your team, perform, oversee, monitor, and ensure data and network security, including regular configuration backups, recovery, verification of security rights, port security, access-list verification, and other steps necessary to ensure integrity.
- Collaborate with Customer and Group IT teams as necessary to implement, update and test ongoing security improvements, including regular and timely system patches, security patches, and other application updates as



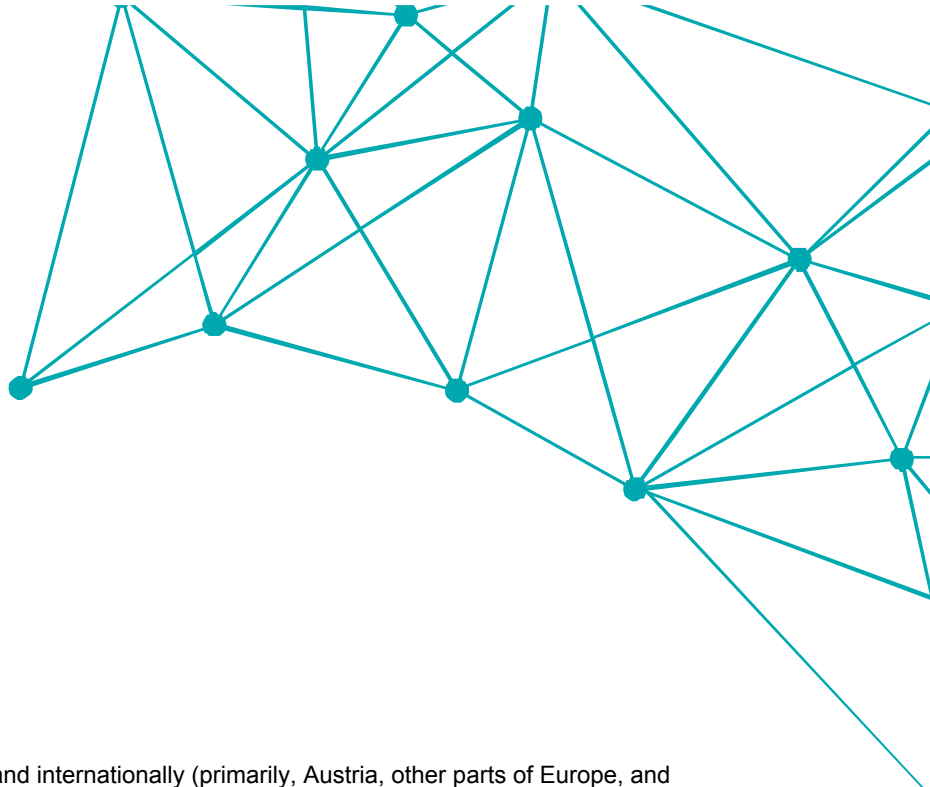
necessary to all network infrastructure.

- Together, with team, create, maintain, monitor, and enforce documentation on hardware, software, configuration details as well as license agreements and procedures using appropriate tools relative to hardware and software resources.
- Maintain organizational effectiveness, efficiency, and quality standards by supporting strategic plans for implementing, coordinating, and enforcing information technologies and systems, policies, and procedures in coordination with parent company and aligning with organizational standards.
- Handle annual budget and ensure cost effectiveness by forecasting requirements, preparing, and scheduling expenditures, analyzing variances, and initiating corrective action.
- Collaborate with other staff to create, test, implement and keep up to date disaster recovery and back-up procedures, information security, and control structures.
- Assist Engineering and Project Managers with project definition, documentation requirements, and technical writing in support of information systems business growth.
- Exhibit a broad base of knowledge and skills in information and network technology and keep current with new software and hardware technologies that are being deployed at the company and at customers.

## WHAT YOU HAVE

- Bachelor's Degree in Computer Science, MIS, or related technical discipline with at least 5 years related experience or equivalent combination of education and experience.
- CompTIA A+ Certificate preferred
- ITILv4 Certificate preferred
- Strong experience with and ability to effectively manage staff
- Intermediate to Advanced experience with Cisco Routing and Switching
- Intermediate to Advanced experience with Cisco Firewall and other Firewalling
- Intermediate to Advanced experience with Access List management
- Intermediate to Advanced experience with NAT
- Intermediate to Advanced experience with VPN technologies configuration and management
- Intermediate to Advanced experience with Network protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS)
- Intermediate to Advanced experience with Azure
- Intermediate to Advanced experience with ITSM processes in global group





#### Working Conditions and Environment:

- Occasional travel is required (up to 25%)
- Ability to travel by air domestically (U.S.) and internationally (primarily, Austria, other parts of Europe, and Canada)
- Authorization to work in the U.S.
- Passport or ability to obtain passport
- Professional office etiquette is required at all times
- Physical requirements may include sitting, standing, walking, squatting, lifting to 50 pounds, reaching with arms extended, reading, writing and typing

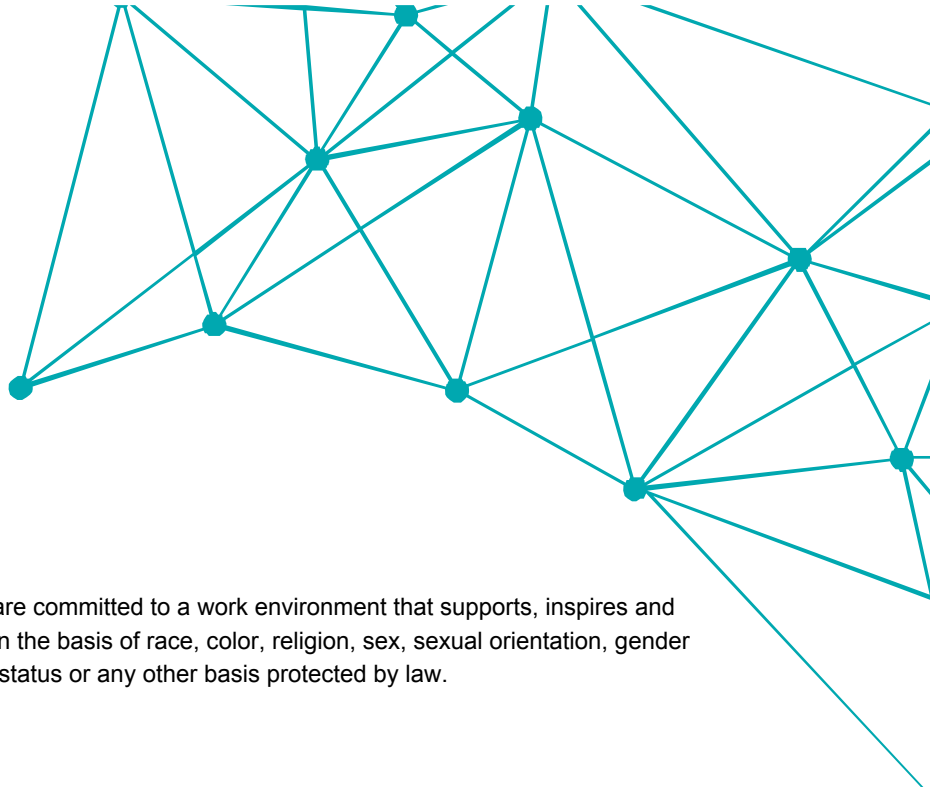
#### WHAT YOU WILL GET

- Up to 2 remote days per week
- Half day Fridays
- A beautiful new, state-of-the-art, office complex in Kennesaw, GA
- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized Daycare
- Tuition Reimbursement
- Pet Insurance
- Subsidized food delivery
- Monthly celebrations
- Quarterly employee events
- Corporate Social Responsibility including recycling, sustainability and volunteering



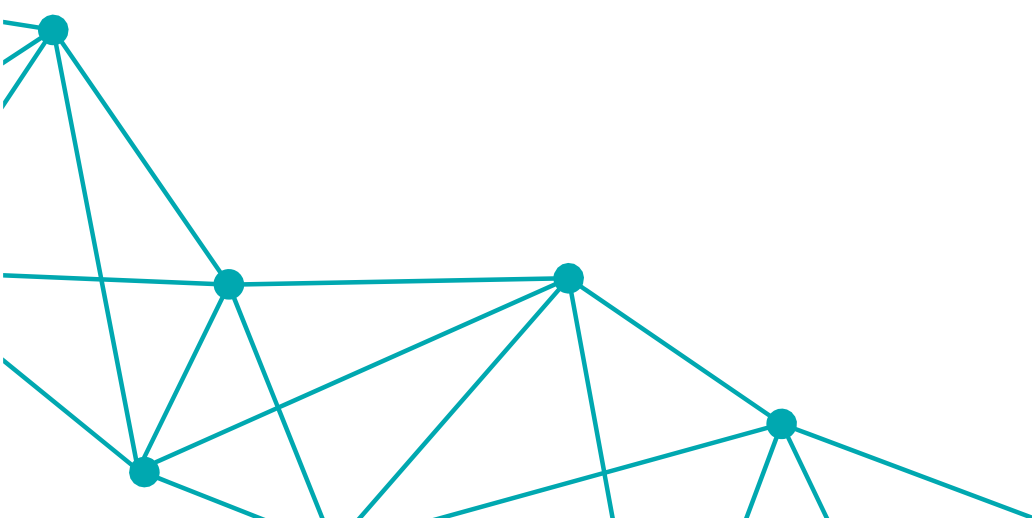


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KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required. All candidates will be subject to drug-screening in accordance with the policy, and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."



Applications via  
[knapp.com/en/career](https://knapp.com/en/career)

