**Job Title**
IT Specialist

**Location**
Lake Villa, IL

**Job Description**

**About ID Label Inc:**
Since 1994, ID Label has been one of the nation's leading manufacturers of custom, variable-information barcode labels. Our solutions are used by thousands of global organizations to keep their businesses moving with efficiency, speed and accuracy – critical requirements today, driven by rapid growth in e-commerce sales.

We provide design engineering, production, signage and nationwide installation services for organizations in the warehousing, supply chain, and manufacturing markets.

We are currently seeking an IT Specialist to work at our headquarters in Lake Villa, Illinois.

**Summary:**
We are looking for an individual who is well rounded and can wear many IT hats. Someone who can be the first line of defense for user support and outage-related issues and provide direct support to the IT Director. Someone who knows their way around hardware, software and applications. We need someone who can adapt to multiple systems quickly with minimal training. Someone who can write system documentation, document network designs, and assemble a knowledgebase. Adept at writing reports and analyzing data. Someone who is comfortable exploring and testing new software or abilities of current software. Someone with the skills and desire to take on added responsibilities as the department and company grow.

**Responsibilities:**

- Work directly with IT director to support, maintain, and improve current systems environment.
- Install, configure and maintain the networked computer system, including hardware, operating systems, system software, and applications.
- Diagnose and resolve hardware, software, networking, and system issues when they arise.
- Analyze and audit existing systems to identify areas for improvement

- Replace and upgrade defective or outdated components when necessary.
- Provide technical support when requested, including troubleshooting and resolve technical issues when they arise.
- Document any processes that employees need to follow to successfully work within our computing system and suggest improvements
- Maintain system inventory, warranty information, and participate in IT documentation.
- Perform routine maintenance on software and hardware that compose existing systems
- Develop recommendations for procedures to prevent problems.
- Work with IT director to evaluate and resolve complex problems that arise.
- Perform user, network and system administrative tasks.
- Design and implement a support request tracking system with a knowledgebase

**Qualifications:**

- College or technical degree in an IT field preferred, but will consider experience in lieu of a degree
- Familiarity with SQL and database operations
- Ability to prioritize a wide range of workloads with critical deadlines.
- Availability outside of working hours to resolve emergency issues promptly.
- Excellent critical thinking and problem-solving skills.
- Patient and professional demeanor, with a can-do attitude.
- Ability to work independently and as part of a team
- Proficiency in Windows 7 and Windows 10
- Proficiency in Windows Server 2012 and higher
- Proficiency in Active Directory
- Proficiency in Office 365
- Project management experience a plus
- Experience in manufacturing or distribution a plus
- Experience with ERP or WMS software a plus

**Benefits:**
All ID Label employees enjoy a wide range of benefits, including robust medical and prescription drug coverage, paid time off and a generous 401(k) and profit-sharing plan. Compensation is competitive and commensurate with experience.