JOB DESCRIPTION

Job Title: **Digital Workflow and Technology Manager**

Facility: **Brooklyn Park**

Department: **Information Technology**

Reports to: **Director of Technology**

SUMMARY

Support commercial print and mail software applications, workflows, and other technologies within the business. This role requires senior level of knowledge of all areas of commercial print and IT. This is a hands-on technologist role encompassing technology planning, implementation, extensive documentation, and communication.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed:

- Utilize expertise in commercial print, mail, prepress, data processing, compliance, security, and IT to manage, develop, improve, or replace existing automation workflows.
- Lead and participate in cross-departmental teams on workflow and process development initiatives, leveraging enterprise applications and workflow efficiencies.
- Design and implement digital automation workflows using industry-specific tools.
- Manage and maintain production system software packages and operating systems.
- Optimize workflows within each production area.
- Provide guidance to management on production workflow automation software packages.
- Offer IT technical support to all users.
- Monitor and promptly respond to support requests via the ticketing system.
- Escalate tickets to appropriate groups or individuals when necessary.
- Plan for and perform PC and Mac desktop and laptop system maintenance, deployment, and administration as directed.
- Provide advanced project management for internal IT projects and perform hands-on IT tasks on said projects.
- Maintain and manage several vendor relationships, constantly evaluating existing and new technologies to improve business efficiencies.
- Respond to user hardware/software questions with the highest degree of customer service and professionalism.
- Thoroughly document processes and procedures with the highest level of detail.
- Facilitate and administer training to other IT team members on systems or areas of expertise.
- Understand and perform your role in the company's Quality Management System.
- Provide basic backup support for all other areas of expertise on the IT Support Team.

QUALIFICATIONS

- Four-year college degree in Computer Science, MIS, or 10 years equivalent work experience.
- Minimum of 10 years in the commercial print industry.
- Minimum of 5 years in leadership of workflow automation systems.
- Expertise with print industry MIS systems such as PrintStream or Monarch.
- Experience and knowledge in security compliance practices, security frameworks, and technologies.
- Excellent technical aptitude and ability to work well in a cross-functional team environment.
- Expert understanding of computer hardware, operating systems (PC and Mac), software, email, and general systems and networking concepts.

- Experience in Windows, Mac, and Linux server administration.
- Exceptional communication skills, able to effectively communicate with individuals at all levels of business and technical skill levels.
- Strong leadership skills with high self-expectations and empathy.
- Strong focus on formal documentation.
- Strong project management skills.
- Flexible and adaptable regarding learning and understanding new technologies.
- Ability to conduct research into enterprise applications, workflows, issues, and products.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

PHYSICAL REQUIREMENTS
- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)
Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)
Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)