Naxos of America, Inc.

POSITION

IT Manager

COMPANY OVERVIEW

Headquartered in Franklin, Tennessee, Naxos is the world's leading classical music distributor. Specializing in state-of-the-art distribution, marketing and promotion, Naxos of America distributes nearly 80,000 SKUs to traditional brick and mortar retail, as well as offering a comprehensive suite of services tailored to consumer direct fulfillment. Naxos of America is also the largest digital distributor of independent classical music, supplying a catalog of over 90,000 albums to hundreds of digital download and mobile outlets worldwide. Naxos of America offers marketing, e-marketing, publicity, e-publicity, physical and digital e-commerce services, licensing opportunities, streaming services, sales and customer service for all new releases and active catalog titles of Naxos Records and more than 300 other owned-or-distributed labels.

JOB DESCRIPTION

The ideal candidate for this role is a seasoned, intelligent, thoughtful, levelheaded, organized person, with a track record of humble and effective IT leadership. Applies the best of their skills while relishing the challenge of researching and understanding unfamiliar systems. Integrity and experience go further than education. Excellent listening and communication skills are essential. Candidate should be able to think calmly and critically, even in high pressure situations. This role reports to the COO.

Responsibilities:
- Develop, communicate, and execute overall IT strategy for 70+ user office
- Manage, coach, and direct IT staff (2 direct reports) with individual and departmental goals, priorities, and reviews
- Manage key IT vendor relationships
- Communication with end users regarding progress toward issue resolution and timelines
- Maintain documentation on new and updated procedures for reference
- Provide assistance to remote users when needed
- Research solutions to unique and unfamiliar issues and document findings
- Assist in testing and deploying new hardware and software solutions

Required skills:
- 7+ years of hands-on IT or equivalent experience, with 3+ years in a management capacity
- Ability to analyze, diagnose and resolve reported problems on hardware, software, OS, applications, etc. in a Tier 2 and Tier 3 support capacity
- Strong proficiency in IT troubleshooting methodologies, with the ability to teach and train others in the same
- Active Directory, Group Policy, and other Microsoft Server concepts
- Strong decision making and problem solving skills
- Outstanding organizational skills and the ability to handle and prioritize multiple tasks
- Ability to work well with others in a casual, fast-paced environment
- Proficient with server virtualization technologies (vmWare, HyperV)
- Must have the heart of a teacher
- BS in Computer Science, MIS, or similar, or equivalent experience

Preferred skills:
- Experience with enterprise ERP software systems such as SAP, JD Edwards, etc.
- Experience working in a wholesale or retail distribution environment
- Familiarity with audio/video codecs and technologies
- Familiarity with and appreciation of classical music is a plus