# IT Business Systems Manager

The Business Systems Manager will take ownership of Gaylord Chemical's business systems, including our entire technology stack and infrastructure, for our offices in Covington, LA, and Tuscaloosa, AL. Lead and manage all IT-related vendors, operations, and improvement projects. This role is responsible for ensuring that the implementation of our software and technology infrastructure are proficiently utilized by the team to add efficiencies and value to our manufacturing process and customer experience.

Responsibilities:

- Overall:
  - Assume responsibility for our core business systems and IT infrastructure, including administration, maintenance, and development.
  - Develop excellent working relationships with all departments within the business.
  - Deliver IT solutions that provide a competitive advantage to support the growth of the business in a way that satisfies our strategic objectives.
  - Proactively contribute to the continuous improvement of technology/business processes by identifying opportunities for improvement and implementing changes.
- Operational Support and Sustainment:
  - Possess a thorough understanding of the Gaylord Chemical software ecosystem (e.g., ERP, CRM and supporting infrastructure.
  - Assist in ongoing configurations, support, and enhancement management.
  - Plan and oversee the release of upgrades and enhancements to systems (in conjunction with our third-party vendors).
  - Assist the team in software-related troubleshooting and corrective actions.
  - Work with third-party vendors that provide support to Gaylord for each software resource.
  - Work with strategic leadership to understand future direction and assist in planning software selection and migrations activities.
  - Lead the implementation planning and execution of the strategic objectives regarding the software assets.

Requirements:

1. Communicating with others to convey information effectively.
2. Active listening - giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. Judgment and decision making - considering the relative costs and benefits of potential actions to choose the most appropriate one.
4. Critical thinking using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, and approaches to problems.
5. Reading comprehension and understanding of written sentences and paragraphs in work-related documents.
6. Communicating effectively in writing as appropriate for the needs of the audience.
7. Team participation - the ability to successfully interact with coworkers to accomplish team and company goals while building healthy working relationships with them.
8. Exceptional planning & organizational skills.
9. Strong attention to detail - excellent verbal and written communication skills.
10. Excellent telephone skills.

11. Proficiency in computer software in all aspects of Microsoft Office, particularly Excel, Outlook, and Salesforce.
12. Positive work attitude that is professional, responsive, and welcoming.
13. Demonstrated abilities of resourcefulness, flexibility, thinking with good judgment, initiative, and a strong work ethic.

Role-Specific Requirements:

1. Possess a high degree of technical acumen to align business systems to business operations.
2. Strong understanding of software systems, including client/server, web-based, and software-as-a-service (SaaS).
3. Strong interpersonal skills to communicate issues, bugs, new feature requests, etc., to vendors and/or development teams.
4. Strong training skills to show end-users how to use the software for maximum efficiency.
5. The ability to multi-task and prioritize activities.
6. The ability to learn concepts and software platforms quickly.
7. Ability to troubleshoot software issues and determine root causes.
8. A foundational understanding of data analytics and business intelligence principles.

Experience & Education

- Information Systems Management (MIS) or Similar IT Related Degree
- 3 to 5 years' experience in a similar role