



Job Title: North America IT Lead

Reports To: Corporate Director of IT

Supervisory Responsibilities: N/A

FLSA Status: Exempt

Department: IT Department

Location: Toronto/Denver

Effective Date: April 2022

About Neo Performance Materials

Neo Performance Materials manufactures advanced industrial materials that serve as the building blocks of many modern technologies that deliver enhanced efficiency and sustainability. The Company's products – magnetic powders and magnets, specialty chemicals, metals, and alloys – are critical to the performance of many everyday products as well as emerging technologies. Neo's products help to deliver the technologies of tomorrow to consumers today.

Neo's advanced industrial materials are also key to some of the world's sought-after and environmentally friendly and sustainable technologies, such as hybrid and electric vehicles, pollution control systems, high-efficiency appliances and pumps, energy-efficient lighting, water purification, and many more.

At Neo Performance Materials, we believe in these things: (1) delivering high-quality advanced industrial products and exemplary service to customers globally; (2) advancing our customers' product development and sustainability goals, and; (3) maintaining workplaces that are safe, efficient, and managed with sustainability in mind.

Job Summary:

Reporting to the Corporate Director of IT, the North America IT Lead is responsible for all aspects of IT operations and services to users in North America.

Due to the lean and decentralized nature of Neo's IT organization, the role entails significant vendor management responsibilities and interaction with users of local infrastructure and applications.

This role is located in Toronto or Denver.

Duties/Responsibilities:

- Interacts and collaborates with users and business managers to identify and specify required local IT infrastructure and application needs and requirements.
- Manages North America inventory of IT hardware and IT assets and execute Neo's patching/updating and lifecycle management corporate IT policies, supported by Neo's system management third-party services providers.
- Collaborates with Corporate IT Director to plan, budget and execute North America IT projects.
- Manages day-to-day services to users supported by Neo's support services third-party services providers.
- Administers Neo user accounts supported by Neo's system management third-party services providers
- Implement IT procedures required to ensure compliance to corporate IT policies.

- Remains current on advances in technology.
- Performs other related duties as assigned.

Required Skills/Abilities and Experience:

- Strong technical knowledge of and proven experience with Microsoft infrastructure technology stack: Virtual Machines setup and management, Windows, Windows Server, SQL Server, Azure, etc...
- Strong knowledge of and proven experience with Office365 system administration.
- Strong knowledge of and proven experience with Active Directory administration.
- Proven experience with user support and help desk administration and management.
- Sound technical of knowledge and proven experience with network infrastructure management.
- Some experience with cybersecurity management.
- Thorough understanding of IT Management principles, programs, policies, activities, and procedures.
- Excellent organizational skills, with the ability to prioritize work and multitask.
- Excellent verbal and written communication skills with experience facilitating and orchestrating cross-business or cross-functional initiatives.
- Ability to explain technical problems and offer solutions to those without technology background.
- Proficient in Microsoft Office Suite and related software.

Qualifications

Education & Experience:

- Formal education in Computer Science, Computer Engineering, Software Engineering or related field required.
- Five years relevant IT management experience required.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

Office environment: the work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequent periods are spent standing or sitting in the same location with some opportunity to move about. Occasionally required to stoop or lift light material or equipment.