Hilmar Cheese Company, Inc.
Job Description

Position Title:	**Senior Analyst – Site Infrastructure Coordination**
Division:	**IT**
Classification:	Exempt
Reports to:	Manager – IT Infrastructure
Supervises:	none
Date Revised:	**12-6-2022**

At Hilmar Cheese Company we improve lives around the world through wholesome dairy products. Since our founding in 1984, Hilmar Cheese Company has been committed to innovation and sustainability. Our state-of-the art production facilities convert an abundance of locally sourced high-quality milk into a variety of nutritious cheeses, whey protein and lactose. The Cheese and Ingredients that we produce create a wide variety of retail and food service products from sliced and shredded cheeses, to protein supplements and infant formula. We are a trusted partner to premier food and beverage brands in more than fifty countries helping bring their vision into reality.

Throughout our decades of success and growth we have remained committed to our mission and values and these principles unite our people and guide all that we do.

A Brief Summary:

The Senior Analyst for Site Infrastructure Coordination is the face of IT for the site and the liaison between the site and the level 2 teams at the Hilmar Cheese Headquarters. With a focus on guaranteeing the continuity of IT services and the stability of the technological infrastructure (Servers, Telephony, Network, End User Platforms) at the Dodge City Plant, this Senior Analyst will manage the IT Infrastructure services in accordance with the standards and policies defined by Hilmar Cheese Company.

Responsibilities

- Manage the escalation for local IT issues for the IT team
- Ensure the stability of the equipment that is hosted in the Data Center, MDF, and IDFs, guarantees IT services (Network, Servers, Email, Cloud services, and Video conferencing, etc.) to all users of the Dodge City facility.
- Manage telecommunications services and network equipment to guarantee voice and data network services at 99.9% availability.
- Install and configure hardware and software as required to support the business needs. Ensure that the equipment is updated and operating properly according standards.
- Provide guidance and support to the local onsite IT support staff. Ensure they provide technical support according to the established SLAs.
- Manage and support on-site IT Infrastructure projects. Actively participate in enterprise-wide IT infrastructure projects.
- Accountable for the IT infrastructure and IT services on site.

Impact of Errors	Site
Enterprise or Site Specific	Site Specific

What You Will Need

- Bachelor's in computer science or related field plus 5 years related experience OR Master's degree plus 1-year related experience.
- Working knowledge of network hardware, software, installation, configuration troubleshooting and support.
- Proficient with Windows operating system installation and configuration for servers and workstations, Windows security, administrative tools, and Windows network components.
- Working knowledge of server-related technology (e.g. RAID, SAN, cluster, services, and network applications).

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What Will Put You Ahead

- Bachelor in computer science or related field plus 7 years' related experience OR Master's degree plus 2years' related experience.
- Experience in network and telecom engineering and/or Virtual Servers Management
- MCSE, MCSI, CCNA, CCDA, CCNP, CISSP, PMP Certifications
- Food processing and dairy industry experience
- Working knowledge of M.S. SQL Server, M.S. Exchange Server, M.S. Server 2K3 R2, ODBC connections, switches, routers, and firewalls

Additional Role Details

Travel	0% - 15%
Eligible for Remote Work	No
If Remote Eligible is yes, then % of Time	0% - 15%

Physical Demands & Work Environment

The work is primarily performed in an office environment and the physical demands are characteristic of a mostly sedentary role. Specific details of the essential functions of the position is available in the Job Safety Analysis, made available on request.

Safety and Food Safety is a company-wide responsibility and each employee must know their role in the manufacturing and distribution of safe, wholesome, and high quality products and expected safe behavior in our work environment.

This description is a general statement of the role, is subject to change, and does not include other duties as assigned.