Position Title: IT Systems & Network Specialist

Type: Onsite · Full Time · Ball Ground, GA United States

Job Summary

We are seeking an experienced IT Systems & Network Specialist responsible for supporting and managing key systems, network infrastructure, and supporting our FDM4 ERP/WMS system. This position requires hands-on experience with firewall configuration (FortiGate and Meraki), ERP and Warehouse Management Systems (WMS), Microsoft O365, Active Directory (AD), Group Policies, and networking. The ideal candidate will also have working knowledge of secure FTP data transfers, AWS environments, and Power BI reporting.

Key Responsibilities:

Network & Security Management:

- Configure, manage, and troubleshoot FortiGate and Cisco Meraki firewalls.
- Maintain VPNs, VLANs, site-to-site connections, and content filtering policies.
- Monitor network performance, security risks, and implement proactive solutions.
- Maintain network diagrams and documentation.

ERP & WMS Support:

- Provide support for the FDM4 ERP platforms and Warehouse Management Systems.
- Assist with ERP/WMS upgrades, integrations, testing, and user support.
- Collaborate with our ERP/WMS FDM4 vendor and internal LAT Apparel teams to optimize system performance and assist with support tickets.

Microsoft O365 & IT Support:

- Provide Microsoft O365 administration, including Exchange, SharePoint, Teams, and OneDrive support.
- Assist with user account management, security policies, and permissions within O365.
- Support and troubleshoot Windows-based systems, printers, and all IOT mobile devices.
- Respond to helpdesk support requests and provide end-user training as needed.

Secure Data Transfers & Vendor Integration:

- Manage FTP/SFTP file transfers and maintain secure communications with external vendors.
- Monitor automated data exchange processes and troubleshoot transmission errors.

Cloud Services & Data Reporting:

- Assist with the migration and support and maintain services hosted in AWS.
- Assist with cloud migration projects and ongoing infrastructure improvements.
- Build and maintain dashboards and reporting using Microsoft Power BI.

General IT Support & Project Involvement:

- Provide day-to-day IT support across hardware, software, network, and cloud environments.
- Document IT processes, configurations, and support resolutions.
- Assist with IT projects, upgrades, and system rollouts.
- Ensure compliance with IT security policies and best practices.
- Assist with cloud migration projects and ongoing infrastructure improvements.
- Build and maintain dashboards and reporting using Microsoft Power BI.

Requirements and Qualifications:

- 3+ years of experience in IT systems, networking, and support roles.
- Hands-on experience configuring and managing FortiGate and Cisco Meraki firewalls.
- Strong knowledge of ERP and Warehouse Management Systems support.
- Proficiency with Microsoft O365 (Azure, Exchange, SharePoint, Teams, OneDrive) administration.
- Experience in managing Active Directory, Group Policy, DNS, and DHCP.
- Solid networking knowledge: VLANs, VPNs, firewall rules, routing, switching.
- Experience with FTP/SFTP file transfers and external vendor data exchanges.
- Experience with AWS cloud services.
- Familiarity with Microsoft Power BI for reporting and dashboards.
- Excellent troubleshooting, analytical, and communication skills.
- Strong knowledge of Microsoft O365 (Exchange, SharePoint, Teams, and OneDrive).
- Understanding of secure FTP file transfers and vendor integrations.
- Experience with networking concepts including firewalls, VPNs, and security protocols.
- Proficiency in Windows OS troubleshooting, hardware support, and IT service management.
- Strong problem-solving skills and ability to work independently.
- Excellent communication skills for end-user support and vendor interactions.

Preferred Qualifications:

- Experience with Active Directory administration.
- Familiarity with cloud-based infrastructure (AWS, Azure, or similar platforms).
- IT certifications (e.g., CompTIA Network+, Microsoft 365 Certified, Cisco CCNA) are a plus.