



Head of Information Technology | Bethlehem, PA

ABOUT FACTORY:

Founded in 2018, Factory is a team of experienced operators with \$250M of investable capital who acquire meaningful equity stakes in high potential food and beverage companies and partner with them to rapidly build value. Factory team members have expertise in sales, marketing, product development, food science, manufacturing, logistics, supply chain, package engineering, graphic design, food safety, consumer insights, digital and social media, and finance. Factory is based in a one-of-a-kind 40,000 sq. ft. innovation and scale-up facility in Bethlehem PA, where we provide partner companies with support and resources so invested capital can be used for growth, not SG&A.

LOCATION: Factory LLC., 315 Columbia St, Bethlehem, PA 18015

REPORTING TO: Operating Partner

JOB DESCRIPTION SUMMARY:

Factory is hiring a Head of IT to join our eCommerce team to support Factory's brand partners. This role will support all IT functions for Factory and across all Factory brands. The role is responsible for the management, strategy, and execution of IT infrastructure and overseeing all technical projects in alignment with organizational goals. The Head of IT will collaborate with internal and external stakeholders including brand partners, operations, and vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Software Skills and Support:

- Windows and Mac operating systems
- Office 365
- SharePoint on the O365 platform
- Knowledge of Azure AD
- Knowledge of Azure SQL
- VM Ware virtual Environment
- Veeam Back solution

- Window Servers
- Sophos antivirus
- Proofpoint
- LTS security system
- Support Zoom meeting, conferences and townhall style events
- Airtable
- Sysaid Helpdesk

Hardware Skills and Support:

- Cisco Wifi, Switches and Security devices
- HP Server and storage equipment
- General networking
- Door access control
- Video Surveillance equipment

Special Projects Support:

- Large format printer
- 3D printer
- NetSuite Support
- Esko Support
- iPhone Support
- Special Event support
- Master Data

General Responsibilities:

- End user support
- Support visitors
- Support all of Factory's brand partners and Team Members
- On board new companies

QUALIFICATIONS, EDUCATION, AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 8+ years of IT, preferably with CPG brands
- Bachelor's degree in Information Technology, Business, Computer Science, or related field required
- Prior experience with networking protocols
- Basic Knowledge of ERP software
- Experience with NetSuite preferred
- Organized & detail oriented, time management skillset, problem solver
- Strong interpersonal skills, excellent communication and presentation skills
- Ability to work in a fast-paced, evolving and innovative environment

BENEFITS:

- Fully paid medical, dental, and vision
- 401K (Traditional and Roth) plus company match
- Short and long-term disability
- Life insurance
- Tuition reimbursement opportunity
- Unlimited PTO
- In addition to base salary and benefits, Employee will be eligible to participate in a distribution of profits interests during a successful exit of any Employer portfolio company.

**Please note this job description is not designed to contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.*

***All candidates must be eligible to work for any U.S. Employer*

To apply: Please submit your resume at www.factory-llc.com/careers or by email to Maria Amenta, HR: mamenta@factory-llc.com