

Position Title: IT Support Specialist (FDM4 ERP & WMS Experience Required)

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

Job Summary

LAT Apparel is seeking an experienced **IT Support Specialist** with experience in **FDM4 ERP and WMS applications, Microsoft O365 support, and administration**. This role requires a strong understanding of secure FTP file transfers, vendor integrations, and IT support across various platforms. The ideal candidate will provide technical support, troubleshoot system issues, and assist in optimizing business operations through technology solutions.

Key Responsibilities:

FDM4 ERP & WMS Support:

- Administer and support FDM4 ERP and WMS systems, ensuring smooth daily operations.
- Troubleshoot and resolve ERP and WMS-related issues for end users.
- Assist with software updates, testing, and deployments of new FDM4 features or modifications.
- Work with internal teams and external vendors to optimize workflows and integrations.

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 mobile devices.
- Respond to help desk requests and provide end-user training as needed.

Requirements and Qualifications:

- 1+ years of experience working with FDM4 ERP and WMS in a support or administration role.
- 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.

Benefits

- 401(k)
- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Life insurance
- Flexible spending account
- Paid time off
- Retirement plan
- Vision insurance