

WE'RE HIRING

JOIN OUR TEAM!

POSITION: IT Systems & Operations Specialist

ABOUT

The IT Systems & Operations Specialist plays a key role in supporting SimplyThick's technology systems and the people who rely on them every day. SimplyThick is not an IT company — technology exists here to support our operations, our teams, and ultimately the customers we serve. This role is hands-on and service-oriented. Every SimplyThick employee is your customer. You will support, maintain, and improve the systems that keep the business running smoothly, with a strong focus on NetSuite, or other core business systems, Microsoft 365, & vendor coordination.

This position is part of a two-person IT team. Team members divide responsibilities while remaining cross-trained and able to support one another, ensuring continuity, coverage, and shared ownership.

KEY RESPONSIBILITIES

NETSUITE & CORE BUSINESS SYSTEMS

- Partner with the NetSuite administrator to manage system configuration, administration and ongoing optimization.
- Develop a strong understanding of SimplyThick's business processes and how they map NetSuite functionality
- Identify opportunities to improve workflows, system usage, and data accuracy
- Identify and evaluate emerging technologies, including AI-driven tools, to enhance ERP functionality, reporting, and business process automation.

TECHNOLOGY & EQUIPMENT MANAGEMENT

- Serve as the liaison with our third-party IT vendor to purchase, configure, deploy, and support IT equipment for SimplyThick employees, including on-site staff and remote team members, such as sales representatives
- Manage the lifecycle of company-issued equipment, including setup, replacement, inventory tracking, and secure decommissioning
- Coordinate equipment shipping, setup, and access for remote users
- Ensure employees have the tools and access they need to work effectively from day one

MICROSOFT 365 & COLLABORATION TOOLS

- Provide administration, support, and troubleshooting for Microsoft 365, including Outlook and related collaboration tools
- Support email setup, permissions, access, and best practices across the organization
- Ensure consistent, reliable use of Microsoft 365 tools to support communication and productivity
- Serve as a knowledgeable internal resource for Microsoft-based workflows

VENDOR & PLATFORM COORDINATION

- Work with external technology vendors including NetSuite, AT&T, Spectrum, IT Solutions providers, Vonage, and AppRiver
- Balance efficiency, cost, and turnaround time when determining the best support approach
- Coordinate vendor support, escalations, and timelines to ensure timely resolution
- Help evaluate tools and services to ensure they meet business needs

KEY RESPONSIBILITIES (CONT)

PROCESS IMPROVEMENT / CROSS-TEAM COLLABORATION

- Examine and understand existing business processes
- Collaborate with Operations, Sales & Marketing, Customer Service, Supply Chain, and Warehouse teams to identify technical challenges
- Recommend and implement technological solutions that improve efficiency, reliability, and usability
- Support system changes and enhancements through testing, documentation, and training

TRAINING & KNOWLEDGE SHARING

- Train team members and key users on system updates, changes, and best practices
- Create or support documentation that helps teams use systems effectively
- Share knowledge within the IT team to ensure coverage and continuity

SKILLS & QUALIFICATIONS

- Strong experience with NetSuite or other Core Business Systems.
- Strong working knowledge and fluency in Microsoft 365 and Outlook in a business environment
- Solid general IT knowledge, including systems administration and user support
- Experience supporting billing, sales, inventory, expenses, and e-commerce functions
- Experience supporting both in-office and remote users
- Comfort working with vendors and third-party service providers
- Strong analytical, problem-solving, and communication skills
- Ability to independently prioritize issues and determine appropriate resolution paths
- Ability to balance project work with day-to-day support responsibilities

About SimplyThick

SimplyThick, LLC is dedicated to developing innovative technologies that improve quality of life for people with dysphagia (swallowing disorders). Our SimplyThick® EasyMix™ products are trusted by healthcare professionals and individuals across the United States and beyond.

***“Our employees are a competitive advantage”** is not just a phrase – it reflects how we work. We value collaboration, care, and shared responsibility, and strive to create an inclusive, supportive environment where people can do meaningful work. SimplyThick is an equal opportunity employer.*



Position Overview

- ✓ Job Type: Full-Time
- ✓ Location: In-person - St. Louis, MO
- ✓ Benefits: Health Insurance, Dental & Vision Insurance, 401(k) with matching or profit sharing, flexible spending account, & paid time off