1Information Technology Director

# **Job Description:**

The Information Technology (IT) Director, will manage and direct the company’s IT operations, ensuring the department provides efficient and effective technical support services. Their main duties include translating business goals and objectives into the necessary infrastructure, staff, and applications to support them.

**Duties and Responsibilities:**

Responsible for providing strategic technology leadership for the organization through the development of a rolling strategic technology plan that supports the long-range business objectives

Work with cross functional groups across the organization, facilitating the identification, development and execution of IT initiatives that support business process and operational improvements

Direct a team that manages technology infrastructure (network, telecoms, data center, end points, asset management and help desk/service management) and application delivery (application support, integrations, workflows, reporting, dashboards, and custom application development)

Develop and execute strategies to minimize cyber security threat risk profile and maintain data security compliance in adherence with industry standards across the entire organization

In conjunction with Executive team, develop, maintain, test and recalibrate business continuity and disaster recovery plans to improve overall operational resiliency

Keep up to date on key information and technology trends that supports operational efficiencies and minimizes security threats and risks

Set and manage overall goals, performance standards and operational priorities and budget for the team

Direct the selection, implementation/deployment, upgrades, monitoring, and support of the organization’s technology investments across a hybrid on-premise/cloud infrastructure and multiple U.S. office and jobsite locations

Manage relationships with key technology business partners such as software vendors, consultants, managed services providers, and peer companies

Hire, train, mentor, manage and develop a cross functional technology team that delivers a high level of customer service and technical competence

Establish and maintain clear and consistent communications with all levels of the organization regarding the status of technology related services and projects

Ensure the creation and maintenance of technical documentation related to the delivery and management of the technical infrastructure and the software and project requirements documentation associated with application support and development

Develop and maintain IT governance policies and procedures to ensure compliance

# **Desired Skills and Experience:**

Bachelor's degree in computer science, MIS, or related field

10+ years’ experience in IT

5+ years’ experience in an IT leadership position with increasing responsibility

Vendor management, including contract negotiation

Project management

Application development, integration, data analytics and/or UI development oversight

Hybrid on-premises/cloud deployment

Multi-site and dynamic remote field connectivity oversight and management

Disaster recovery planning and execution

Knowledge of cyber security threats and risk mitigation approaches

IT department and project budget management

Highly effective at maintaining and developing internal and external relationships

**Core Competencies**

* Executive Presence – able to explain complex ideas to anyone at any level and are adept at gaining buy-in, alignment and trust
* Strategic Thinker – able to formulate objectives, priorities and develop plans that support the long-term interest of the organization
* Holistic Thinker – able to identify common threads across individual department and division needs throughout the organization, leveraging opportunities to consolidate multiple concepts
* Problem Solver – able to identify and analyze problems, weigh the relevance and accuracy of information, generate, and evaluate alternative solutions and make recommendations
* Flexible – open and able to adapt quickly to new information, changing conditions and unexpected obstacles
* Time Management – able to manage and prioritize multiple tasks at the same time without losing momentum
* Team Leader – able to inspire and foster team commitment, trust, cooperation, and commitment to accomplish group goals