Director of Information Technology

Role

The Director of Information Technology's primary responsibility is to oversee the streamlined operation of the IT department and to ensure it aligns with the mission business objectives of the organization. This individual's principal goals are to develop and manage application portfolios for each department and to attain all IT service level agreements for the user community within the organization.

The Director of IT will plan, coordinate, direct, and design all operational activities of the IT department, as well as provide direction and support for IT solutions that enhance mission-critical business operations. The Director of IT will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of FOCUS.

Responsibilities

Strategy & Planning

- Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.

Operational Management

- Where necessary, re-engineer applications support to ensure it aligns with business processes, tactical planning, and strategic vision.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Develop and review budgets for and from IT department divisions and ensure they comply with stated goals, guidelines, and objectives.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Benchmark, analyze report on, and make recommendations for the improvement of the IT infrastructure and IT systems.
- Develop bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.

- Oversee provision of end-user services, including help desk and technical support services.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and service agreements.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Establish and maintain regular written and in-person communications with the organization's executives, department CIO, department heads, and end users regarding pertinent IT activities.
Position Requirements

Formal Education & Certification
- University degree in the field of computer science or information systems and 10 years related work experience. Master’s degree in either of these fields or Master of Business Administration with technology as a core component preferred.

Knowledge & Experience
- 10-15 years’ experience managing and/or directing an IT operation.
- Proven experience in IT infrastructure strategic planning and development, project management, and policy development.
- Good understanding and technical knowledge of current network and PC operating systems, hardware, protocols, and standards, including.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Knowledge of business theory, business processes, management, budgeting, and business office operations.
- Superior understanding of the organization’s goals and objectives.
- Demonstrated ability to apply IT in solving business problems.
- In-depth knowledge of applicable laws and regulations as they relate to IT.
- Strong understanding of human resource management principles, practices, and procedures.

Personal Attributes
- Strong leadership skills.
- Excellent written, oral, and interpersonal communication skills.
- Ability to conduct and direct research into IT issues and products.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, collaborative environment.