TACIT LLC

information technology consultants

Quietly Professional

Title: Diretor, IT Systems	**Location:** Oshkosh, WI
Type: Direct Hire – Full Time, Benefits	**Industry:** Software

Description

This position is responsible to manage directly or through delegation, TSMs, activities, and multiple environments related to the Information Services, Information Technologies and Business System areas of the Company. Ensure the timely and effective end user expectations are met and/or exceeded at all times. Work toward and assists in the achievement of individual, team and department, and corporate goals. Assist in establishing and communicating the strategic direction for the department and the product lines for which the position is responsible.

Key responsibilities:

- Develop and execute a strategic plan for the department aimed at building a highly efficient and scalable Information Technology and Business System department to support the greater organization
- Direct and oversee the teams responsible for supporting internal production systems and maintaining the internal infrastructure, employee devices, and help desk
- Direct and oversee the implementation and optimization of Business Systems including but not limited to Customer Relationship Management System, Customer Service Ticketing System and Accounting System
- Ensure all personnel are committed to quality, have healthy work relationships, have a clear understanding of their career progression, and are given opportunities to learn and grow
- Oversee staffing in regard to hiring, dismissals, performance management, and pay reviews
- Communicate status of personnel, products, and projects with clear, concise reports and metrics to all stakeholders
- Establish and ensure adherence to a department budget; provide and manage project-level budgets
- Communicate product and department future direction to team members and other stakeholders
- Facilitate the creation and execution of project plans with proper scoping, estimates, and resourcing
- Ensure compliance to the adopted Change Management program, to implement any changes to either the IT infrastructure (e.g., new systems or network devices) or the IT application environment in a controlled, authorized, and informative manner
- Enable team members by maintaining an attitude of empowerment and provides an atmosphere of transparency
- Create, implement and update Business Continuity Plans
- Communicate product and department future direction to team members and other stakeholders and management
- Assist in the development of strategic objectives and long-range plans for the department and its associated product lines
- Educate team members on major changes in the market as well as important issues affecting the business in order to facilitate innovation and effective problem solving
- Educate executives and other senior level stakeholders on major changes in software development technologies and/or methodologies that will affect the mid-to-long-range strategic plans for the organization

SCOPE: Typically direct a large complex section of a department or a complex department with significant scope and financial and operational impact. Role may focus on executing a large and very complex/complicated process. Accountable for performance, results and staffing. Make recommendations for the objectives, policies and plans of the sub-function(s). Fully accountable for meeting the strategic, and operating objectives of the sub-function(s). Develop proposed budgets for approval and manage budget once approved. Operate with substantial latitude for un-reviewed action or decision. Often plays a role in high-level projects that have an impact on the company's future direction.

JOB COMPLEXITY: Work on complex, numerous, and unique issues where analysis of situations or data requires in-depth knowledge of the company and an evaluation of intangibles. Knowledge of all areas within sub-function(s) derived from experience in non-management and middle-management roles allowing for innovative concepts and promoting new ideas within the function.

Requirements

Experience 12 or more years of increasing responsibility and complexity in terms of any applicable professional experience; 5 or more years of management experience.

Education Bachelor's Degree or global equivalent in related discipline. Master's degree or global equivalent a plus.

Skills

- Extensive experience with: network and server operating systems (Windows, Mac, Linux), upgrades and migrations; Voice technologies (PBX and systems); current MS Exchange and messaging services, Outlook; Data Networks (IP, SNA, VPN, RAS, Frame Relay, ATM, Active Directory, SMS); Routers, security and firewalls
- Must have a strong technical background in production environments with an understanding of LAN/WAN environments, Citrix, Router and Firewall configuration, Windows operating systems, Exchange, SQL, Siebel, Trackit Helpdesk software, Fax Server, Tape backup procedures, web and e-commerce, Linux Unix, network infrastructure, Active Directory, and PBX systems
- Strong people skills emphasizing written and verbal communication skills
- Project estimation, planning, and deployment skills
- Able to multi-task and prioritize tasks effectively
- Proven experience in managing information services operation, programming or systems administration area.
- Ability to gain a general knowledge of HSPS's IT objectives and strategies.
- Good organization, leadership/decision making and communication skills.
- Fundamental knowledge of continuous process improvement methodologies (e.g. Lean Six Sigma)
- Advanced understanding of current best practices and methodologies in the areas of Organizational Planning and Organizational Development.

Travel Travel typically less than 25%.