JOB DESCRIPTION

Job Title:	Director of Business Technologies
Reports to:	VP of Finance & Administration
FLSA Status:	Exempt
Revision Date:	June 05, 2024

SUMMARY

This position is responsible for the overall design, provisioning, security, and management of all aspects of the Information Technology and business systems of the enterprise. This position directs and manages all IT and Systems personnel within the enterprise.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be performed, both major and minor, which are not mentioned below. Specific activities may change from time to time.

- Identify technology needs as the primary business IT decision-maker
- Manage and perpetually improve the company's adherence to systems uptime, data access, and data/network security
- Manage the IT team including developers, systems analysts, support technicians and vendors
- Securely maintain enterprise hardware and software programs
- Design and implement generational upgrades of the enterprise IT environment
- Spec and procure all computer, router, switch, server purchases
- Spec, procure, and maintain all internet services for branch offices and corporate location.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Reliable, here to perform and adapt as needed. A very obvious professional with an eye towards an equal measure of technology skill and genuine customer service.
- Willing to learn all overall aspects of the enterprise as it relates to the IT deliverable.
- Ability to work as a partner with the senior management, EVPs, CEO as well as end users and branch office management.
- Identify technology needs as the primary business IT decision-maker.

- Manage and perpetually improve the company's adherence to systems uptime, data access, and data/network security.
- Manage the IT team including developers, systems analysts, support technicians and vendors.
- Procure and manage all software licenses and licensing agreements.
- Securely maintain enterprise hardware and software programs.
- Design and implement generational upgrades of the enterprise IT environment
- Spec and procure all computer, router, switch, server purchases.
- Spec, procure, and maintain all internet services and telecom for branch offices and corporate location.
- Understanding of Windows Server Operating System installation and management (Server 2016\2019\2022\2025).
- Working knowledge of Cisco Duo multi-factor authentication, installation and management.

- Strong working knowledge of Windows 11 Operating System, including installation, operation, and troubleshooting.
- Strong working knowledge of Group Policy management.
- Proficient management of on-premise Microsoft Exchange server (version 2016/2019) and hosted Exchange online.
- Proficient management of VMware ESXi/VSphere (multi-hosts) version 7.x and higher.
- Knowledge of Dell Optiplex workstations or HP Probook laptops (or similar business computers).
- Advanced knowledge of server and computer components and their functions.
- Advanced knowledge of enterprise remote management and inventory.
- Experienced management of SharePoint and MS SQL Server.
- Advanced understanding of TCP/IP and LAN/WAN networking concepts and protocols
- Must possess effective verbal and written communication skills. Communication – explain technical process in clear, easy-to-understand terms. Listening – performs active listening to get clear understanding of issue.
- Self-starter, anticipates a need before it is requested.
- Ability to solve problems and work independently.
- Exercises and maintains business confidentiality.
- Fundamental knowledge of iPhone and IOS Mobile devices, including mobile device management.
- Proficient with enterprise backup and disaster recovery.
- Demonstrated expert understanding and proficiency of Active Directory, DNS, IIS, RDP, PowerShell and Cisco IOS.
- Strong understanding of security platforms, including Malwarebytes Nebula and Cisco Firepower.
- Foundational operational ability with graphics programs for creating training material.

- Expert understanding of lifecycle management.

EDUCATION and/or EXPERIENCE
A minimum of 7 years of demonstrated and skill-measured experience managing an enterprise-level Wide Area Network and Server Data Center. An advanced understanding and experience in Windows Active Directory networks. Excellent project management. A Bachelor's degree in Business Administration or Networking Technologies/Computer Sciences or related technical discipline.

LANGUAGE SKILLS
Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries from customers, regulatory agencies, or members of the business community. Ability to effectively present information to management, internal groups, and/or customers.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, date ranges, proportions, and percentages. Ability to apply concepts of algebra and geometry. Complete understanding of binary as it relates to TCP/IP and related networking.

REASONING ABILITY
Ability to identify and solve practical problems, dealing with a variety of variables in situations where all aspects of the business workflow must be considered. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS
The following are not required but preferred. Advanced Microsoft certifications in Windows Systems Engineering (MCSE or similar). Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP). VMware Certified Professional – Data Center Virtualization or VMware Certified Technical Associate – Data Center Virtualization.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to talk and hear, both in person and by telephone perceiving the nature of sounds at normal speaking levels with or without correction; walk, move about the office to access file cabinets; sit, prolonged periods of sitting at a desk and working on a computer; use hands to fingers, those activities requiring data entry in multiple systems; reach with hands and arms. The employee will occasionally stoop, kneel, bend, crawl, and crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, peripheral vision, color vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards. Must have the ability to walk short distances, lift and carry small parcels, packages and other items. The noise level is consistent with those in an office environment.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; outside weather conditions; and vibration. The noise level in the work environment is usually quiet to moderate.

Occasional overnight travel for new location setup, conferences, meetings, or employee training, is required. The typical travel requirements are infrequent. Larger new location implementations will require 3-5 nights of overnight travel, depending on scope.

I acknowledge I have received this job description and I am able to perform the requirements as detailed within.

Print Name_____

Signature_____

Date_____