Head of Information Technology (IT) – Job Description

Title

Head of Information Technology (IT)

Reports To

Chief Executive Officer

Summary

The Head of Information Technology (IT) is responsible for the effective planning, organization and operation of information technology (IT) services and support across the organization. This individual oversees IT project coordination, resource management, supervision of IT staff, as well as communication with executive team, business unit leaders, and end users. The Head of IT is also responsible for IT strategic and tactical planning, as well as identifying, selecting, and deploying the appropriate technology resources that will support corporate goals and objectives. Responsibilities include directing all IT operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions.

Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

Job Duties

- Directs operations in executing production tasks according to a documented schedule that meets or exceeds customer expectations
- Directs and prioritizes the work load of subordinate personnel

- Reviews all designs, code and unit test plans where applicable
- Approves all business requirements prior to the technical solution
- Participates on all hardware and software evaluations and maintains vendor contracts
- Represents the IT function at customer review meeting when appropriate
- Analyzes complex business needs presented by the user community and/or clients and recommends technical solutions
- Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions
- Produces detailed time line for each application release and implements effective project control by monitoring the progress of the software release and reporting the status
- Directs education programs for her/his staff
- Perform liaison duties between users, operations, and programming personnel in the areas of systems design, modifications or trouble shooting
- Performs salary administration and conducts interviews and makes recommendations for new hires, consultants and/or replacement personnel.
- Provide support for all hardware and software problems reported, documenting problems and solutions as required.
- Perform new installations and updates for all IT equipment, including desktops, laptops, printers, etc.
- Provide training to end users on both hardware and applicable software.
- Identify opportunities and recommend solutions that will enhance or improve current business processes.
- Provide coordination for the I.T. Services group, in their day-to-day responsibilities.
- Supports and ensures operating viability of LAN (Local Area Network) for all hours of operation; routinely tunes system for optimum performance.
- Follows up on faulty hardware and software purchases by pursuing warranty advantage through distributors and manufacturers.
- Ensures software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are made when necessary and as required.
- Assist on projects or special initiatives as assigned.
- Plan, develop, and manage all IT services, programs, and support throughout the enterprise.
- Assist senior management with the direction and facilitation of IT strategic and tactical planning.
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Oversee project management for IT-related undertakings, including clear capture of business requirements, provision of functional deliverables, milestone planning, and project post mortems.
- Ensure that applicable project management practices are followed throughout project lifecycles.
- Assist in developing and managing a budget for technology, IT services, and personnel.
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements.
- Conduct capacity planning for network bandwidth, storage requirements, messaging, Web sites, and other applications.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Create and deliver business cases for technology acquisitions.
- Create status reports as required; present findings to senior management.
- Assist in the writing of grants, RFPs, RFIs, and RFQs.
- Plan end-user training as required.
- Act as advocate for IT department and its initiatives.

- Perform other related duties as assigned.

Requirements

- Minimum Bachelor's degree in computer science, or an acceptable combination of education and relevant experience required.
- Minimum [xx] years of direct work experience in an IT management capacity required.
- Advanced overall knowledge of networking, operating system, and server architectures, including [...].
- Advanced knowledge of Web design/application principles and tools, including [...].
- Good overall knowledge of programming concepts, software development cycles, and associated tools and platforms, including [...].
- Proficiency with [...] databases.
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies.
- Highly effective project management skills.
- Sound leadership, staff management, and teambuilding skills.
- Ability to explain technical concepts and theories to non-technical audiences.
- High degree of resourcefulness, flexibility, and adaptability.
- Strong negotiation and prioritization skills.
- Able to effectively communicate both verbally and in writing.
- Effective communication skills with individuals at all levels of the organization.
- Knowledge of applicable IT laws and regulations, including [...].
- Some experience managing budgets for an IT department.

Strong customer service and troubleshooting skills.

Work Conditions

- Travel may be required.
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Lifting or moving up to 10lbs may be required.