Position Profile:

The IT Director is responsible for planning, coordinating, and supervising all technology activities in a manner that is consistent with the business objectives of the organization. The IT Director provides administrative direction and support for daily operational activities of the IT department and works closely with other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. The IT Director also defines and implements IT policies, procedures, and best practices. The IT Director has direct reports that consist of any of the following positions: Developers, Programmers, System Engineers, or other similarly assigned roles.

Work Responsibilities:

IT Operations: lead the IT department's operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.
- Provide overall IT governance for the company.
- Work with stakeholders to define business and system requirements for the implementation of new technologies and new applications.
- Oversee activity on technology platforms, (websites, ERP system, network infrastructure, etc.)
- Oversee all IT projects to ensure their objectives are achieved in a timely, cost-effective manner.
- Oversee provision of technical support services to CURiO staff, resolving escalated issues if necessary.
- Manage the financial aspects of the IT department, including purchasing and budgeting.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, programming, documentation, purchasing and user response standards.
- Negotiate and administer vendor and consulting contracts and service agreements.
- Stay abreast of the latest developments in technology and remain highly technically competent.

Business Intelligence: design, create, and implement systems to produce actionable business intelligence, by providing historical, current, and predictive views of business operations.
- Anticipate and stay abreast of the data reporting needs of the organization.
- Develop and maintain a data warehouse for analysis of sales data. This includes the creation and monitoring of the ETL (Extract, Transform and Load) system that populates the warehouse with current data.

IT Infrastructure: benchmark, analyze, report, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.
- Plan and implement additions, deletions, and major modifications to the network infrastructure.
- Anticipate future network needs, identifies proactive solutions to satisfy needs.
- Oversee the implementation of network security.
- Develop and maintain a systems disaster recovery plan.

Cyber Security: responsible for the safety, security and privacy of all things IT including, but not limited to, the network, and all applications.
- Develop and implement security policies, procedures, and guidelines.
- Routinely research latest security trends, threats, and best practices.
- Conduct regular security audits and risk assessments to identify vulnerabilities and develop mitigation strategies.

Leadership: responsible for providing leadership to the team and ensuring that the team has the talent, resources, and readiness to meet short and long-term organizational goals as well as ensuring maximum productivity and performance. Models CURiO Cornerstones and uses cornerstones framework in decision making.
- Builds a strong team atmosphere and positive team culture, fostering collaboration across the organization and ensure teams are working cross-functionally to meet CURiO goals.

- Prioritizes employee development, ensuring that each employee has a clear and thorough understanding of their role and responsibilities as well as encourage, support and advocate for employee's skill development and growth within the team and across the organization.
- Mentor, guide, and coach direct reports to expand their capabilities and performance. Provide ongoing performance feedback. Identify and take appropriate action for non-performance.
- Actively participate in and lead by example through all change management initiatives, including proactive communication and support of company initiatives, programs, and policies.

Staff Management:
- As a manager of managers, develop multi-locational team(s) under a fast pace and constantly changing circumstances, ensuring management team has a clear and thorough understanding of role and responsibilities.
- Ensure that new employees in your department have a positive new employee experience through orientation to CURiO culture, norms, and structure.
- Guide and coach direct reports to produce business results by working collaboratively within and among cross-functional teams.
- Ensure department structure and budgeted hiring plans are appropriate for performance and productivity levels required.
- Ensure all CURiO communication is disseminated to the team in a positive and timely manner.
- Administer all internal policies and procedures in accordance with company, human resources, budgetary, and finance guidelines.

General Responsibilities:
- Supports CURiO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. l Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.
- Establish and monitor KPIs for the IT team.

Minimum Qualifications
- Bachelor's degree in computer science or related field or equivalent work experience
- Ten years of technology management experience
- Five years of experience effectively managing, supervising, and mentoring staff

Computer and/or software qualifications:
- Basic level of proficiency in Microsoft Excel, Word, Outlook
- Working knowledge of standards and protocols: TCP/IP, DNS, DHCP.
- Significant knowledge of client-server and Internet systems architectures.

Core Competencies:
- Ability to communicate and interact effectively with managers, co-workers, customers, vendor, and other partners.
- Ability to communicate technical information to non-technical users.
- Ability to deliver effective written and verbal presentations.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs.

- Ability to develop objectives, evaluate effectiveness, and assess needs.
- Ability to establish goals and objectives that support the strategic plan.
- Ability to exercise strong judgment in analyzing, appraising, evaluating, and solving problems of a difficult, procedural, organizational, administrative, or technical nature.
- Ability to function as a strategic thinker with good organizational skills and ability to prioritize, plan and execute.
- Ability to lead multi-functional teams on large-scale projects.
- Ability to process, maintain and protect company confidential/proprietary information.
- Ability to promote active listening with team members.
- Ability to work collaboratively and building strategic relations with coworkers, vendors and/or customers.
- Ability to work effectively within a cross locational team environment.
- Accountable to established deadlines and comfortable working in a high-pressure environment with competing demands.
- Knowledge of project planning and implementation.
- Knowledge and experience with cloud security, including secure Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS) environments, as well as familiarity with cloud service providers such as AWS, Azure, and Google Cloud Platform.
- Skill in active learning by understanding the implications of new information for both current and future problem-solving and decision-making.
- Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one.
- Skill in personnel management through motivating, developing, and directing people as they work, identifying the best people for the job.

Preferred Qualifications:
- Experience with data modeling software and other project documentation software
- Experience in working with ERP systems (Syteline), including MRP (material requirements planning).
- Experience with integrating with third parties.
- Experience with security tools and platforms, such as SIEM, vulnerability scanners, endpoint protection platforms, and threat intelligence solutions.

Travel Requirement: Less than 5%

Hybrid Working Environment and Physical Demands:
- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 10 – 15 pounds.
- When in a facility, occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*** Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*