



POSITION ANNOUNCEMENT

DIRECTOR OF INFORMATION TECHNOLOGY OPERATIONS (IT)

POSITION SUMMARY

The Director of IT Operations provides leadership and management of the Witte Museum's IT Team, delivering technical solutions that support the Museum's goals and serve a broad range of needs and sustains museum best practices. The Director of IT Operations is responsible for the organization's information systems function including network design and development, planning, operations, data warehousing, architecture, data processing, data security, systems support, telephone system and analysis. The Director of IT Operations coordinates, facilitates, and consults with various departments on information systems, communications, and other initiatives. The Director of IT Operations ensures the network is current with systems standards. The Director of IT Operations supervises the IT Team.

We are seeking candidates who exude professionalism, creativity and field knowledge. An exceptional relationship builder and strategic thinker, the ideal candidate is highly organized and driven by setting goals, developing plans, and executing. This is a multifaceted role requiring equal measures of skill and sophistication in strategy, mechanics and systems management.

RESPONSIBILITIES:

- Manage, upgrade, implementation, testing, and maintenance of the organization's technology infrastructure (databases, software, networks, systems, telecommunication, etc.)
- Evaluate and assess new technology projects based upon size, complexity, and time frame
- Implement new technologies to increase efficiency or improve performance
- Manage contracts and agreements with ISP, 3rd party vendors and project staff
- Responsible for making decisions on the procurement of all IT equipment
- Develops and maintains annual plan and department budgets to include personnel and operation expenses
- Oversee troubleshooting, system backups, disaster recovery, backup internet, and Wi-Fi
- Oversee administration of Mitel VoIP system
- Responsible for research and evaluation of new technologies
- Performs other duties as assigned

EDUCATION:

- Required: Bachelor's Degree in Information Systems, Computer Science or a related field
- Preferred: Master's Degree in Information Systems, Computer Science or a related field

EXPERIENCE AND SKILLS:

- Minimum of five years of experience in the Information and Communications Technology field and at least one year of leadership responsibility
- Advanced knowledge of Microsoft Windows 7, Active Directory, Exchange 2013, SonicWALL, Barracuda, Veeam, SQL reports, Windows Security, Tessitura and other 3rd party software
- Experience in setting up and maintaining Cisco switches
- Experience in working with Dell Server and Dell Storage arrays
- Advanced knowledge of setting up and troubleshooting TCP/IP, DNS, DHCP, Exchange Powershell, etc.
- Strong knowledge of computer networking, database and web-application technologies and other concepts
- Good knowledge of Mac OS
- Must possess strong oral and written communication skills
- Able to communicate technical concepts to staff in a non-technical environment
- Willingness to learn and assist with any high priority projects through completion
- Work effectively in a team environment
- Ability to consistently meet deadlines
- Preferred Certifications: Network+, Security+, ITIL, CCNA
- Preferred Certifications: MCSE or MCSA
- Preferred experience in Cloud Computing

PHYSICAL REQUIREMENTS:

- Good physical condition and able to safely lift up to 30 lbs.
- Ability to lift and carry items while walking, and climbing stairs
- Must be able to sit for long periods of time
- Must be able to work flexible hours including after hours and some weekends if necessary

The Witte Museum is an equal opportunity employer.

Closing date: Until Filled

Résumé and Cover Letter may be emailed to: humanresources@wittemuseum.org