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Description automatically generated

Director, information technology

Department:       Engineering

Reports to:        VP of Engineering

FLSA:       Exempt – Full time

Benefits Eligible:    Yes

Location:Indiantown, FL

**Position Highlights:**

The Director of Information Technology plans, directs, and coordinates activities in electronic data processing, information systems, systems analysis, and computer programming.

**What Your Days Will Look Like:**

***Personnel Management***

* Direct daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines
* Assign and review the work of systems analysts, programmers, and other computer-related workers
* Develop and interpret organizational goals, policies, and procedures
* Recruit, hire, train and supervise staff, or participate in staffing decisions
* Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems

***Internal Controls***

* Ensure that all processes involving control procedures are identified, documented, and implemented

Technical Support

* Provide users with technical support for computer problems
* Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades
* Manage backup, security and user help systems
* Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery
* Stay abreast of advances in technology

***Project Management***

* Consult with users, management, vendors, and technicians to assess computing needs and system requirements
* Review and approve all systems charts and programs prior to their implementation
* Review project plans to plan and coordinate project activity
* Evaluate data processing proposals to assess project feasibility and requirements
  + Budgeting and Reporting
* Control operational budget and expenditures
* Purchase necessary equipment
* Prepare and review operational reports or project progress reports
* Other duties as assigned.

**What You Bring to the Table:**

• Organized, detail-oriented personality with the ability to multi-task in an entrepreneurial fast-paced environment

• Strong oral and written communication skills to summarize and share analytic insight

• Ability to work well and build rapport with individuals at all levels of the organization

• Strong Pluses • ITSM, RMM, PSA and/or other tool experience a plus

**Education/ Experience:**

* High School diploma or equivalent
* Bachelor’s degree in computer science, information technology, engineering, or related field from an accredited four-year college
* Five years of experience in networks, telecommunications, and computers
* Five years of experience in telephone VoIP, PBX, multi-platform based servers, networking, and Ethernet copper and fiber-optic wiring

**Certifications, Licenses, and Registrations:**

* CompTIA Security+
* MCSE
* CCNA
* CCNP
* CCIE
* SSCP
* CISSP

**Knowledge, Skills, and Abilities**

***Computers and Electronics***

* Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming
* Knowledge of network engineering principles and practices
* Knowledge of LAN/WAN/SAN technology, administration, management, software, hardware, and servers
* Knowledge of Microsoft Server products and their associated applications, including: Windows/Server 2012-19, Active Directory (AD), Update Services (WSUS), Exchange Server, Internet Information Services (IIS), SQL Server, Project Server, and SharePoint Server
* Knowledge of TCP/IP, DHCP, DNS, and Transact-SQL (T-SQL)
* Knowledge of security-related hardware and software, intrusion detection, firewall implementation, and Virtual Private Networks (VPNs)
* Ability to read and interpret technical documents and information, such as operating and maintenance instruction manuals
* Ability to install, configure and support Cisco networking electronics including switches, routers, and firewalls
* Ability to evaluate, test, and repair sophisticated equipment

***Telecommunications***

* Knowledge of telecommunications protocols, VoIP, SMS, and digital switching technology
* Ability to translate telecommunications functions into simple terminology for customers

***Mathematics***

* Knowledge of arithmetic, algebra, statistics, business math, and their practical applications to network engineering
* Skill in using mathematics to solve problems
* Ability to choose and use the right mathematical method or formula to solve a problem

***Communication***

* Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar
* Ability to communicate clearly and concisely, both orally and in writing
* Ability to communicate with customers, co-workers, and business contacts in a professional and courteous manner
* Ability to follow oral and written instructions
* Skill in speaking; talking to others to convey information effectively
* Ability to speak clearly so others can understand you
* Ability to identify and understand the speech of another person
* Skill in active listening, giving full attention to what other people are saying, taking time to understand the points being made, asking questions as applicable, and not interrupting at inappropriate times
* Skill in reading and understanding written information
* Skill in writing; communicating effectively as appropriate for the needs of the audience
* Skill in social perceptiveness: being aware of others’ reactions and understanding why they react as they do
* Ability to work with others in a responsible and fair manner while attempting to achieve a common goal – being a ‘team player’

***Decisions and Problem Solving***

* Skill in complex problem-solving, identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
* Skill in judgement and decision-making, considering the relative costs and benefits of potential actions to choose the most appropriate one
* Skill in critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
* Skill in understanding the implications of new information for both current and future problem-solving and decision-making
* Ability to pay close attention to detail
* Ability to make sound technical decisions using information at hand
* Ability to used deductive reasoning to produce answers that make sense
* Ability to used inductive reasoning by combining pieces of information to form conclusions, including finding a relationship among seemingly unrelated events

***Time Management / Planning / Organizing***

* Knowledge of time management and planning techniques
* Skill in organizing and maintaining accurate and up-to-date records
* Ability to prioritize and manage multiple work assignments
* Ability to set goals and complete tasks on-time
* Ability to meet time deadlines
* Ability to work independently, with minimal supervision
* Ability to be responsible for one’s actions
* Ability to be consistent and reliable, conscientious of one’s work
* Ability to be self-motivated, finding work to do

***Office***

* Skill in using basic office software applications including MS Outlook, Word, and Excel
* Skill in operating basic office equipment such as printer/copier and telephone
* Skill in typing

**Physical Demands/Working Conditions**

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.

* regularly required to talk and hear
* frequently required to sit, stand, bend at the knees and waist, and walk
* required to use hands to type, handle objects and paperwork
* required to reach and hold on to items at chest level or reach above the shoulder
* required to use close vision and focus

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