Job Title: Director of IT and Digital Infrastructure

Job Summary:

The Director of IT and Digital Infrastructure plays a critical role in overseeing and managing the information technology department of the organization. This position is responsible for leading a team of IT professionals, coordinating IT operations, and implementing technology solutions to support the company's overall objectives. The IT Manager ensures the smooth functioning of the organization's IT infrastructure, security, and network, as well as providing technical support and guidance to employees.

Responsibilities:

1. Leadership and Team Management:

- Lead and supervise a team of IT professionals, including system administrators, network engineers, help desk support, and other technical staff.
- Provide guidance, mentorship, and coaching to team members to enhance their skills and knowledge.
- Set performance goals, conduct performance evaluations, and identify training needs to maintain a competent and motivated team.

2. IT Infrastructure Management:

- Oversee the design, implementation, and maintenance of the organization's IT infrastructure, including servers, networks, storage systems, and other hardware.
- Ensure the continuous availability and optimal performance of the IT systems to support business operations.
- Plan and execute technology upgrades and improvements to stay current with industry trends and best practices.

3. Information Security and Data Protection:

- Develop and enforce IT security policies, procedures, and protocols to protect the organization's data and infrastructure from cyber threats and unauthorized access.
- Implement and maintain security measures such as firewalls, antivirus software, and encryption to safeguard sensitive information.
- Conduct regular security audits and risk assessments to identify potential vulnerabilities and mitigate risks.

4. IT Budgeting and Resource Management:

- Collaborate with senior management to develop the IT budget and allocate resources effectively to meet business needs.
- Monitor IT expenditure and manage costs efficiently while ensuring the procurement of necessary hardware, software, and services.

5. Vendor Management:

- Evaluate, select, and manage external vendors, consultants, and service providers to deliver IT projects and support services.
- Negotiate contracts and service level agreements (SLAs) with vendors to ensure quality service and cost-effectiveness.

6. IT Strategy and Planning:

- Develop and implement the IT strategy aligned with the organization's overall goals and objectives.
- Identify opportunities for technological advancements and innovation to enhance productivity and competitiveness.
- Provide insight and recommendations to senior management on technology trends and potential business improvements.

7. Technical Support and Troubleshooting:

- Offer technical support to employees, troubleshooting hardware and software issues, and resolving IT-related problems promptly.
- Establish and maintain an efficient help desk system to track and resolve user-reported issues.

8. Compliance and Regulatory Adherence:

- Ensure the organization's IT practices comply with relevant laws, regulations, and industry standards.
- Stay informed about changes in IT-related regulations and update company policies accordingly.

9. SCADA and Metering Systems Oversight:

- Provide leadership and technical expertise in managing the utilities SCADA and metering systems.
- Collaborate with utility operations teams to integrate SCADA data and metering information into IT systems for analysis and reporting.
- Implement measures to secure SCADA and metering systems against cyber threats and potential vulnerabilities.

10. All other related functions as assigned.

Requirements:

- Bachelor's degree in Computer Science, Information Technology, or a related field. A Master's degree is advantageous.
- Proven experience (typically 5+ years) in IT management or a related leadership role.
- Strong technical knowledge of IT systems, networks, infrastructure, and security.
- Demonstrated experience in team management, including hiring, training, and performance evaluation.
- Excellent communication skills, both verbal and written, with the ability to convey technical concepts to non-technical stakeholders.
- Strong problem-solving and decision-making abilities.
- Project management skills, with the ability to prioritize tasks and meet deadlines.
- Knowledge of ITIL (Information Technology Infrastructure Library) best practices is beneficial.
- Familiarity with relevant compliance standards and regulations (e.g., GDPR, HIPAA, etc.).