Department: Technology   **Reports To:** Chief Technology Officer

Job Title: Director of IT and Security Operations   **FLSA Status:** Exempt

I.   PURPOSE OF THE JOB

The Director of IT & Security Operations, under the direction of the Chief Technology Officer, is responsible for the management and maintenance of network services, technical support, server administration, local area networks, IT security, controls, and audit. This position is responsible for managing the triage problems to internal and external systems and assuring their resolution. The Director of IT & Security Operations is also responsible for the connectivity & integrity of infrastructure across multiple locations via the configuration of complex cloud-based security architecture. This management includes the configuration of domains, active directory, security policies, and the management of the Commissions infrastructure architecture supporting clear telecommunications while focusing on security.

II.   ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Be a "hands-on" leader and manage and support daily IT operations needs for the Commission and the user community;
- Provide guidance to help desk and support staff;
- Communicate with the senior staff for the operational activities and strategic goals;
- Oversee design, implementation, and maintenance of networks, firewalls, threat detection, security systems and on-premise IT services across all company offices;
- Define and execute strategy for employee computing needs, hardware selection, MDM, security configuration, SSO, VPN, employee training, etc.;
- Forecast hardware and desktop software requirements for the Commission and recommend software, hardware and other system products;
- Manage tangible technical assets and identify replacement when necessary;
- Assure internal and external customer satisfaction with adherence to service levels as determined by the Commission;
- Manage and maintain Network services, Server administration and LAN;
- Manage third-party vendor relationships and service contracts;
- Ensures compliance with all software licensing agreements;
- Triage issues to third party vendors for the Commission's critical systems, such as the Licensing system, Seed to Sale tracking, and related field software and assure their resolution;
- Maintain a focus on technology confidentiality, integrity, and availability at all times;

- Install and configure hardware, such as servers, routers, switches, and network related equipment;
- Assist in the implementation of the Commission's asset tracking software and ticket management system;
- Ensures that workstations, telecommunications, operating systems and software applications are operational;
- Manage and maintain the Commission's technical mobility, including mobile device management, tablets, field staff technology, and assuring availability 24/7;
- Perform periodic assessments related to the vulnerability of the Commission's network; and
- Assist the CTO in driving a multi-year roadmap for a "Zero-Trust" network while assuring all assets are secured.

IV. OTHER DUTIES AND RESPONSIBILITIES
- Work collaboratively with other staff to provide excellent customer service;
- Promote a culture of can-do attitudes, responsiveness, and service quality;
- Provide automation strategies to reduce effort on managing devices;
- Executes procedures and controls to ensure that the Commission's data is backed-up on a regular basis and stored at a secure location in accord with best practice IT standards and tests the back-up plan on a regular basis;
- Be primary contact for technical issues;
- Be a contact for IT security audits;
- Test and monitor IT business continuity and disaster recovery plans;
- Be the on-site technical leader for infrastructure projects and support end users and travel to various sites as required or needed;
- Performs related duties as assigned; and
- Required to lift 35 pounds and push 65 pounds of computer equipment.

V. SUPERVISORY RESPONSIBILITIES
- Direct daily supervision of personnel may be required.

VI. KNOWLEDGE AND SKILLS
- Able to demonstrate a flexible leadership style by being fair-minded, forward-thinking, competent, and inspiring while meeting the needs of a broad range of individuals and situations;
- Able to communicate in a clear and consistent manner across the Commission along with individuals outside the Commission while maintaining customer satisfaction;
- Able to build constructive working relationships characterized by a high level of acceptance, integrity, cooperation, and mutual regard;
- Able to earn the trust, respect, and confidence of co-workers and customers through honesty, forthrightness, and professionalism;
- Able to accept personal responsibility for the quality and timeliness of work, and for meeting expectations;
- Able to seek opportunities to resolve problems, achieve goals, or otherwise advance the Commission's mission;
- Ability to work out of the Worcester headquarters and travel between locations to assure high availability of technology and systems;
- Comfortable working independently, as well as with teams; and

- Experience working with people from diverse cultural and ethnic backgrounds.

VII. **EDUCATION AND EXPERIENCE**
- Bachelor's degree in Computer Science, Engineering, Mathematics or related degree. An advanced degree is preferred;
- At 7-10+ years' experience in the field of Information Technology with at least three in a supervisory capacity;
- At least 2 years' experience developing and executing maintenance on systems for medium sized or large company or public agency;
- ITIL Certification; and
- CISSP is desired but not required

Salary Range: $100,000 - $115,000