

Director of IT Operations:

Summary:

The Sr. Director of Operations (Apple Sr. Technician) - **is responsible for managing** the daily operations of Basics-n-Beyond, LLC. Employee Management, Scheduling, Training, and Top Level Repair / Customer Support. The candidate will be responsible for providing both business clients and individual customers with complete IT solutions. This includes overseeing all Managed Services and IT Liaison support for business clientele. The Senior Director of Operations will also be responsible for bringing in new business and retaining current MSP accounts.

Requirements: A major focus towards continually improving the overall productivity of the IT organization and ensuring the availability of IT resources (budget, services, processes and workforce) in support of the enterprise.

- B.S. or MS from Accredited University
- Solid leadership experience in all the following areas:
- IT Strategy/Planning/Execution • Enterprise Information Management (EIM) • Business Intelligence (BI) • Enterprise Resource Planning (ERP)
- Master Data Management and Governance (MDM) • Software as a Service Solutions (SaaS) and Cloud Software Integrations • Project Management solutions • Business Process Re-engineering • Customer Relationship Management • Vendor Negotiations/Contracts • Budget and Cost Control • IT Operations Management (Apple Certified).
- 10+ years of work experience including at least 5 years in an IT Operations capacity.
- Must have solid past experience in setting up business clients with Managed Services including; Disaster Recovery / Backup, Office 365, Security, Monitoring and Network solutions.
- Cisco Networking Certification is highly desirable but not required.
- **Expert in:** Apple Technology, Apple OS X, Repair, Networking, Server systems and Managed Services.
- **Past experiences:** with direct facing Apple Support and GSX is strongly desired.
- **Strong familiarity with:** Managed Services, IT Liaison Support, Apple Hardware, Windows OS, Servers, Business Management, Quality Assurance, Customer Service Skills, Service Level Management, Disaster Recovery & Backup, Incident Management, Office 365, Dropbox.

Essential Functions You Will Perform:

- Help to create and standardize an IT infrastructure for client companies and individual customers. Accountability for properly following all IT standards, managing the daily operations of offices, employee management, weekly meetings with CEO in conjunction to developing and implementing monthly success strategies.

Other responsibilities

- Financial Management
- Process & Compliance Management
- Vendor Management
- IT Workforce & Team Management
- Facilities Management