

Director of Information Technology

Full Time position located at MXOtech in Chicago, IL

ROLE CAPACITY: 100% Technical, travel to client sites will needed from time to time

A fast growing, high paced Chicago based IT Managed Services and Software Development Company located in the West Loop is seeking a dynamic Director of Information Technology who will manage our IT Projects team and own technology at MXOtech. The ideal candidate will have experience designing IT infrastructure for SMB's including local network and cloud technology. Someone with 5+ years of managing technology project teams, primarily in the design and implementation of server and network solutions in SMB environments. Some experience with security is desired.

You must also be a highly organized, customer service and technology focused individual with a positive attitude. We hire only high energetic, positive, team players that love being challenged and are always looking to grow. This person must represent our core values and deliver high-level client support as well as contribute in a big way to our team camaraderie and spirit.

Do you get great satisfaction from contributing to the overall success of the company? Do you enjoy using technology to automate processes? Do you work well under pressure and always show up with a positive attitude? Then please submit your resume, and a short summary on why you fit this description.

We are selective so we care more about finding the right person than rushing to hire just anyone. We offer an inviting work environment with health benefits, paid time off, and more. We work in environments using Connect Wise and LabTech.

We are a Microsoft partner using 80% Microsoft products. Technologies include; Office365, Exchange, Backup and Disaster Recovery, Firewalls, Networks, Server2012R2 and Mobile Devices. The remaining 20% is with Apple technologies and various mobile devices. We manage our client Networks using a Managed Services product called LabTech.

Our unique company benefits include; great healthcare and dental plan options with BCBSIL, Simple IRA and 401k retirement planning opportunities, tax-saving commuter benefits, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations, all in all a modern, cozy, on the edge of the loop type of work environment!

Primary Duties and Responsibilities:

- Acts as the senior leader of IT Projects and technology at MXOtech
- Responsible for making technology decisions for MXOtech and for MXOtech customers
- Experience with Agile project management
- Experience with departmental budget creation
- Experience managing infrastructure at a colocation facility
- Responsible for selecting and implementing new solutions
- Experience implementing and supporting:
 - Microsoft related technologies: Windows Server 2012+, Exchange, Office 365, SQL Server Installation, SharePoint
 - Microsoft Active Directory and Group Policy
 - Implementation and utilization of RMM tools (Connectwise Automate preferred)
 - Implement and support virtualization technologies: VMware and Hyper-V.
 - Implement Highly Available Systems leveraging Shared Storage and Storage Area Networks (SAN)
 - Network level: LAN/WAN connectivity, routers, switches, firewalls, and wireless
 - Standard security technologies such as multi-factor authentication, endpoint encryption, spam filtering, Cisco Umbrella
 - Customer premise and cloud solutions using technologies that meet customer requirements respectively
 - Backup and disaster recovery solutions
 - Remote access solutions: VPN, Terminal Services, and Citrix
- Connectwise suite of products (Manage, Automate, Sell)
- Documentation platform (ex. IT Glue)

Additional Duties and Responsibilities:

- Ability to work in a team and communicate effectively
- Ability to manage, mentor, and grow a team
- Measure and maintain high levels of customer satisfactions
- Create and maintain the best practice standards for technical operations
- Managing project engineers, presales engineers and collaborate with project managers

- Coordinate and participate in projects to design, develop, test, install and maintain specialized technical operations
- Departmental budgeting
- Work as a member of the leadership team at MXOtech
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Experience in researching, pricing, and implementing new solutions for customers
- Create and review existing internal processes and procedures related to service delivery
- Understand Agile project management
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Improve customer service, value, and satisfaction

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Preferred professional IT certifications, such as: Microsoft MCSA/MCSE, Cisco CCNA/CCNP, VMware VCP, CompTIA N+, Security +
- Minimum 5 years of experience in a similar role
- Interpersonal skills: such as communication skills, active listening, and customer-care
- Diagnosis skills of technical issues
- Experience in a consulting role
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Self-motivated with the ability to work in a fast-moving environment

The candidates must possess excellent customer service, project planning, problem solving, goal setting, quality and time management. Undergraduate degree from a four-year college preferred.

At least five years of relevant work experience with a track record of working on small to medium business networking and server projects.

Personal Characteristics:

The candidate must follow instructions well, but also be able to take the initiative. Must have excellent customer service skills and manage time well working with multiple clients at the same time. Should be able to multi-task, prioritize and meet tight deadlines. Should be fair, flexible, get along well with others, and be a good listener. Must be punctual, reliable, and take good notes. Previous MSP or consulting experience is desired.

Physical Demands:

- Ability to stand or walk
- Ability to bend, squat, climb stairs and lift periodically
- Ability to lift up to 50 pounds occasionally