

Director of Information Systems and Solutions

Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a leader to manage and or support our team of 15 technology and customer service professionals.

The ideal candidate will use their leadership passion and hands-on technology experience to help us grow the MSP division. This person is responsible for managing teams including IT Projects which focuses on the design and implementation of server/cloud/security solutions. They will work side by side with our Director of Support Services to ensure customer delivery and satisfaction.

This individual is responsible for developing the overall strategy and overseeing its execution through the IT team. They will provide expert direction and oversight for significant decisions around architecture, technology solutions stack and project implementations while managing a team of resources which provide high-quality services. This position is responsible for improving the overall reliability and performance for the team.

Primary Duties and Responsibilities:

- Manage project engineers, presales engineers and collaborate with project managers
- Coordinate and participate in projects to design, develop, test, install and maintain specialized technical operations
- Make technology decisions for MXOtech and for MXOtech customers
- Focus on innovation through people and technology services to enhance the MXOtech customer experience
- Recruit, lead and develop key members of the Infrastructure team
- Work with CEO to implement, deploy and market new technology solutions
- Approve major contracts with vendors for all aspects of technology
- Oversee strategy and management of all processes, service levels and security measures
- Manage and maintain a profitable budget and KPI's
- Create and maintain the best practice standards for technical operations
- Collaborate with the leadership team including our CEO, CTO, CFO, and Director of Client Services.

Previous experience leading a team with:

- 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
- Implement and manage cloud solutions (Azure, AWS, GCP etc)
- Backup and disaster recovery solutions
- Remote access solutions: VPN, Terminal Services, and Citrix

Preferred Experience with Connectwise suite of products (Manage, Automate, Sell), IT Glue, LabTech, Datto and other automation tools.

Qualifications:

- Five years of leading, mentoring and growing a technology team
- Five to ten years of experience in technology
- Masters or MBA preferred
- Servant leadership style
- Excellent oral and written communication skills is required as this position will report status and findings to the executive team and clients
- Consulting background is preferred

Perks:

- Three different BCBSIL health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

Visit <https://www.mxotech.com/about-us/careers/> for more information and apply to jobs@mxotech.com.