

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. This person will have three direct reports which include Projects, Help Desk and Account Management.

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 teams.

Primary Duties and Day-to-Day Responsibilities:

- Oversee and manage the success of three departments that include project engineers, account managers and support services
- Make technology decisions for MXOtech and for MXOtech customers
- 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 and CFO

Previous experience leading a technical 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 and Strategic Responsibilities:

Business Skills

- Can manage and grow a practice of 2 million or more dollars in revenue
- Responsible for all delivery and sales related activities of a business line
- Ultimately responsible for client satisfaction of Practice
- Increases profits through efficiencies of team

Sales Skills

- Responsible for meeting the revenue goals for their Practice
- Can effectively influence revenue by working with their Practice to uncover and close deals in their account base
- Can package, price, market and sell solution-based offerings

Client Requirements

- Strategic involvement and/or billing in high revenue potential accounts
- Has the ability to meet and present to C Level Executives.

Leadership Skills

- Responsible for the direct management and development of their Practice's employees
- Responsible for working with employees to develop and manage existing accounts

Administration & Contribution

- Drive all staffing and recruiting activities
- Responsible for the creation and upkeep of Practice's collateral

Technical

- Has the ability to vet out and implement technical solutions around security, cloud, service, tools and projects.

Other Qualifications

- 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.