



Education Logistics, Inc. | 3000 Palmer Street | Missoula, MT 59808 **Smarter Transportation.** | [www.edulog.com](http://www.edulog.com)

## **IT Director**

### **WHY WORK WITH EDULOG?**

EDULOG offers exciting opportunities to enhance your career in a growing, custom software company. You will join teams that improve student transportation systems across the U.S. and internationally, most specifically by partnering with new and long-term customers whose relationships are key to EDULOG's success. If you are looking for a dynamic company in which to expand your knowledge and experience professional growth, consider EDULOG for a collaborative atmosphere where quality customer attention and your efforts are appreciated.

Reports to: Chief Operating Officer (COO)  
Salary: DOE

This position will be part of the Senior Operations Leadership Team.

### **ROLE-SPECIFIC COMPETENCIES**

#### Networking & Infrastructure

- Plans and implements additions, deletions, and major modifications to the supporting infrastructure, company-wide, in coordination with corporate leadership
- Oversees the implementation of network security at the corporate level
- Oversees the planning and management of the company's network infrastructure and manages company-wide upgrade efforts
- Anticipates future networking needs and identifies proactive solutions to satisfy needs
- Constantly looks for opportunities to further enhance and solidify the network between office locations and company-wide

#### Telephony

- Oversees the planning, management, and maintenance of the company's telephone system and manages company-wide upgrade efforts

#### Internal Systems

- Oversees the planning, management and maintenance of Edulog's email systems and many other internal systems to the company as well as all web, application and servers

#### Help Desk Administration

- Oversees the management of corporate help desk activities and resolves escalated issues if necessary

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### Vendor and Asset Management

- Helps establish and build relationships with vendors in conjunction with corporate leadership
- Oversees all IT-related purchasing and budget usage; works with the executive leadership team to develop budgets and growth opportunities
- Holds responsibility for capacity planning and scheduling vendor negotiations related to IT

## **CAREER PATH CORE COMPETENCIES**

### Communication

- Ensures department is well-informed, at all times, of changes and newsworthy events within the company
- Effectively communicates relevant IT-related information to superiors
- Handles difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual

### Management

- Exercises staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the overall company goals and objectives
- Holds responsibility for IT staffing and provides insight into IT budgeting projections on a company-wide basis
- Makes data- and information-driven recommendations and decisions

## **PROFESSIONAL QUALITIES**

### Leadership

- Achieves excellence in all areas of business
- Champions continuous improvement and effectively manages the implementation of new ideas
- Responsible for overseeing the help desk operations, infrastructure team and technical services and DBA teams
- Exemplifies and models behavior consistent with the company's ethics and values.

### Teamwork

- Reinforces team approach throughout practice both on client projects and internal initiatives
- Supports and solicits input from team members at all levels within the organization
- Ensures regular team and practice events take place away from the office

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### Client Management

- Communicates effectively with internal and external clients to identify needs and evaluate alternative business solutions and strategies
- Continually defines ways to increase internal and external client satisfaction and deepen client relationships
- Maintains lasting internal and external client relationships
- Ensures practice delivers superior solutions to internal and external clients
- Provides senior level resolution to internal and external client issues

## **ORGANIZATIONAL RESPONSIBILITIES**

### Innovator Development

- Participates in all programs and enforces all policies relating to performance evaluations and career development planning
- Reviews management evaluations for consistency within the department
- Creates an environment where innovators can successfully achieve professional career path goals

### Internal Operations

- Reviews status reports of team members and addresses issues as appropriate
- Lends expertise to internal teams and task forces
- Enforces standard company policies and procedures

## **EDUCATION & EXPERIENCE**

- Bachelor's degree in computer science or information technology is required
- At least 10+ years of increasing experience in IT engineering & infrastructure at the corporate level
- At least 3 years in a senior leadership role in IT engineering & infrastructure at the corporate level
- Extensive experience in dealing with multiple technical teams including but not limited to help desk support, infrastructure, DBA, web hosting and data center management.
- Demonstrated experience in working with and managing vendors.

**TO APPLY:** Please visit our website at <https://www.edulog.com/employment/> to complete an application, and submit your cover letter and resume.

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