Kubota Engine America

JOB TITLE: **Director, Information Technology**
DEPARTMENT: **Information Technology**
REPORTS TO: **Vice President of Operations**
FLSA STATUS: **Exempt**

Job Description Summary

The Director of Information Technology (IT) will lead and oversee the company's technology operations, which include network infrastructure, cloud computing, systems development, and SAP-based systems. The incumbent will devise and execute strategic plans to ensure a robust, secure, and agile IT infrastructure that supports the organization's objectives and growth.

Duties and Responsibilities

- Lead the IT department's operational and strategic planning, fostering innovation, planning projects, and negotiating resource allocation.
- Oversee the deployment, monitoring, maintenance, and support of IT systems, including networks, data centers, servers, PCs, operating systems, telephones, software applications, and peripherals.
- Direct the SAP operations team to ensure SAP-based applications support business processes effectively.
- Champion continuous improvement initiatives to enhance business capabilities and productivity.
- Collaborate with senior leadership to develop IT vision, roadmaps, and plans, evaluating team and process maturity, and providing solutions for business needs.
- Manage IT and Operations technology projects of various scales, setting milestones, deliverables, budgets, and timelines.
- Deliver superior customer service through KPI-driven performance metrics.
- Uphold LEAN IT initiatives to improve team efficiency.
- Implement work procedures aligned with company and department standards, strategic directives, and manage performance.
- Develop team training plans and ensure training for all internal and external system users.
- Oversee IT vendor and license management, ensuring compliance with software development and licensing practices, and mitigating risks.
- Perform regular system audits and prepare disaster recovery plans.
- Ensure enterprise data integrity and security, adhering to best practices for privacy, security, and regulatory compliance.
- Engage outside consultants as needed for system enhancements and maintain vendor contracts.
- Stay informed on industry trends and technical developments that impact current and future IT needs.
- Handle staffing, performance appraisals, employee relations, and problem resolution.
- Communicate confidential information securely and maintain an organized work environment.
- Adhere to safety guidelines and company policies and procedures.

Authority

- Oversight of the Information Technology Staff

Job Knowledge, Skills, and Abilities

- Exceptional knowledge of service and application delivery, including successful SLA achievements.
- Advanced knowledge of SAP modules, Microsoft 365, and cloud-based environments.
- Administrative expertise in SAP, S4 HANA, MS Server, and MS Active Directory.
- Broad understanding of data processing systems, concepts, and methodologies.
- Proficient analytical and problem-solving skills.
- Experience with systems design and development from business requirements to daily management.
- Knowledge of business theory, processes, management, budgeting, and operations.
- Demonstrated expertise in IT strategic planning, development, and project management.
- Technical proficiency in current network and operating systems, hardware, protocols, and standards.
- Skilled in budget development and personnel management.
- Strong negotiation and multitasking skills.

- Excellent command of English, both written and verbal.
- Professional communication with senior management.
- Tactfulness and diplomacy in challenging situations.
- High level of confidentiality.
- Outstanding presentation and communication skills.
- Proficiency in word processing, presentation, and spreadsheet applications; familiarity with database applications.
- Hands-on experience with traditional and non-traditional IT and communications.
- Willingness to travel, including international travel, often on short notice.

Education and Training

- Bachelor's degree in Computer Science or Information Systems; Master's degree or MBA with a technology focus preferred.
- Minimum of 15 years of management experience in diverse technology teams, with comprehensive IT and communications responsibilities.
- Certifications in ITIL, PMP, or equivalent project management.
- Cloud technology certifications (e.g., AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect Expert).
- Required SAP certification in relevant modules or technologies.

Physical Demands
- Sitting for long periods of time with some walking, stooping, bending, and reaching
- Dexterity to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Movement by holding, turning, and grasping of objects.
- Reaching and extending hands in any direction
- Feeling temperature, shape, or texture by means of senses in skin.
- Ability to drive a car and travel by air.
- Occasional lifting and/or moving up to 25 pounds.
- Ability to hear normal conversations on phone or in person.
- Ability to see more than 20 feet.
- Ability to see color and see/read computer screen.

Work Environment
- Work is performed in an office environment. Noise level is moderate.
- Limited exposure to the warehouse. Limited exposure to temperature variations when shipping doors are open
- While traveling, will experience noise and comfort levels common to automobiles and airplanes.

Tools and Equipment
- Computer and other general office equipment

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee: _____   Date: _____

Supervisor/
Manager: _____   Date: _____

Review Date: 04/23/2024