
VP of Technology Services Operations

The VP of Technology Services Operations leads and directs operational implementation of IT systems, and infrastructure. The VP will be accountable for team performance and net promoter scores within the department. This key leader will work directly with the CPO and be part of the product development team that sets the vision and roadmap for our technology areas. The VP will collaborate closely with the Senior management team while leading a dispersed team with a blend of skills in operational support, and IT.

Job Responsibilities

- Oversee all aspects of change control across multiple environments (Development, QA) including software release management
- Lead IT Department operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiation the allocation of resources
- Develop strategic plans and roadmaps for infrastructure improvements
- Prepare system and support cost estimates, budgets and implementation schedules
- Establishes standards, policies, procedures and documentation requirements and participates in annual SSAE-16 audit
- Ensures strategic alignment and execution of program implementation to support customer needs
- Reviews and leads QC for new IT product development to ensure feasibility in the field
- Works closely with other members of IT leadership team to define, develop and deliver on an integrated technology strategy to support short/long term goals
- Oversees system enhancements and development while ensuring the seamless integration of new platforms with existing systems
- Ensures smooth execution during system changes, upgrades, installs and conversions

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- Develops a strong, and engaged team that positively embraces change and is respected throughout the organization
 - Efficiently manages purchasing, capital planning and investment, budgeting and ongoing budgetary management
 - Lead and develop all customer service team members and be accountable for team performance (net promoter score), and implement customer care strategies across multiple business channels
 - Drive customer loyalty and retention across all functional areas of the business unit
 - Develop and monitor resource allocation goals related to revenue generating activities

Position Requirements

- Strong technical skills and the ability to translate business objectives into a technology strategy
- Must be able to build, manage, and motivate the technical team to achieve strategic objectives
- Guide a team charged with managing and resolving complex technical issues

Travel

Some travel may be required.

Required Education and Experience

- Bachelor's degree required
- Minimum of five years of successful leadership in IT or tech-heavy operational roles
- Analytical and problem solving skills
- Capable of successfully handling multiple fast-paced, complex projects simultaneously
- Strong Process Improvement and Project Management skills
- Strong teamwork and collaboration
- Elite communications and presentation skills, particularly ability to simplify and show financial impact while grasping the big picture