

Position Specification

Confidential

Senior Director – Information Technology

The Company

For 25 years our client has been the industry-forerunner and leader in developing and deploying advanced technology to promote highway safety, save time, fuel and money, and reduce emissions. The company, headquartered in the Southwest United States, has roughly 200 employees and annual revenues of \$70M.

Previously, the company was a wholly-owned business of a publicly-traded, technology-based business process outsourcing company. This changed in June of 2018 when the company was purchased by an infrastructure investment firm headquartered in Connecticut. For the first time in the organization's history, the company is now a completely standalone entity.

While the company has a significant number of seasoned leaders who will remain with the new, stand-alone entity, it is clear the organization needs to add additional talent. One of those needs identified is a Senior Director – Information Technology.

The Position

Location

Southwest United States

Overview

A key part of this executive's charter is to provide leadership, innovation and vision to a talented agile team focused on doing what's best for the customer, both now and in the future. He/she will be client-facing, serving as a primary interface to outside clients as the company continues to grow, transform, and lead the industry in commercial vehicle technology solutions. This executive will be responsible for developing and delivering an IT strategy that maps the technology product solutions with current and future business goals. He/she will develop and confirm the company's product road map for completing migration of legacy systems and products, and lead efforts to incrementally enhance products that generate revenue for customers and speed time to market. The new IT leader will make a significant, positive impact on the business, maintaining IT as a core competitive advantage for the company.

Reporting Relationships

The Senior Director – IT role will report directly to the company's Vice President of Operations. This position will manage a team of 50+ encompassing PMO (Process Engineering, Quality Assurance, Business Analysts, Project Managers), Technical Directors, Customer Help Desk, Infrastructure, and Business Intelligence. This role will work with other members of the executive management team at the company and be a key overall leader for the entire organization. The Senior Director – IT will represent the company to and work closely with the HELP organization as

well as other trucking industry clients. Additionally, the Senior Director – IT will represent the company to other outside parties as well (i.e. industry associations, etc.)

Responsibilities

- Communicate vision, set direction, define technology and product strategy/roadmap, strategic technology perspective, align with short-term and long-term business requirements.
- Refocus lines of business on Agile processes.
- Act as the single accountable senior leader responsible for understanding customer needs and then delivering enhanced products to meet those needs.
- Provide leadership ensuring team continues to improve technology and product delivery.
- Partner closely with department heads to ensure that product initiatives are aligned with business priorities.
- Manage applications with diverse underlying technology architectures and platforms including legacy and cutting-edge technologies.
- Accountable for technology performance including service level agreements, project performance, regulatory compliance, and vendor management.
- Listen to and partner with customers and provide them new product and service solutions for their businesses.
- Manage and allocate appropriate people and financial resources to ensure that projects are completed within committed time and budget and align with strategic business objectives.
- Assess current staff capabilities and identify talent gaps, building a high performing team.

Travel

Less than 10% travel is anticipated.

The Candidate

Education

A Bachelor's degree is required in management information systems, business or a technical/scientific discipline. Six Sigma certification a plus.

Professional Qualifications

- 15+ years of diverse IT experience as an IT executive and Program Manager.
- Successful track record defining IT strategies and executing on roadmaps and projects for software development, business intelligence, and infrastructure services.
- Skilled at leading software development in a fast-paced and changing environment, championing transformation (e.g. from Waterfall to Agile and Scrum-based software development).
- Optimizes performance and stability of infrastructure services.
- Understands product ownership.
- Software and Services industry experience.
- Experience in a ISO9001 certified organization would be optimal.
- Successful leader, mentor, and team builder.
- Strong executive level communication skills with a business-minded, consultative approach.
- Solid project management skills.

- Exposure to both cloud-based and data center-hosted solutions.
- Understands the criticality of Quality Engineering Practices.
- Demonstrated ability consulting with customers (external and internal) and translating complex, technical concepts that are clearly understood in support of sound decisions to meet business objectives.
- Highly effective decision-making/critical thinking/problem solving skills with a collaborative and results oriented leadership style.
- Demonstrated vendor negotiation and partnership skills.

Personal Characteristics

- Exceptional leader who thrives in a fast-paced environment.
- Customer-focused, business leader with sharp business acumen and good people instincts.
- Excellent customer-facing communication skills.
- Organized, focused and able to operate in an entrepreneurial environment.
- Demonstrated success and belief in a merit-based culture where performance standards are high and mediocrity is not tolerated.
- Conservative and optimistic; someone who uses logic and leverages available data to build business cases and make decisions.
- Demonstrate consistent adherence to ethical standards.
- Superior leadership, decision-making, implementation and communication skills.
- Sense of humor.
- Strategic, creative and analytical.
- A collaborative and empathetic listening style to allow better service to the client base.
- Leadership skills to translate a vision into specific strategies and objectives.
- Must possess an enjoyment of challenge and a desire to build a business.
- Must be team-oriented, mature and able to resolve conflict.

To learn more about this opportunity or provide a confidential referral, please contact:

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