



Title: Technology Director **Date:** 2022

Summary: A senior company position reporting directly to the Chief Operating Officer. Oversees the development and dissemination of technology for external customers, vendors, and other stakeholders to help improve and increase business. Collaborates with the CEO and COO and is a member of the company leadership team.

Key Focus Area(s):

1. Technology architecture
2. Execution of the technology growth plan
3. Architect of the customer and vendor experience
4. LMA IT operations and infrastructure management

75% of the Technology Director focus is external to the company (customer experience, data collection, eCommerce); 25% of his/her focus is on internal operations (systems, security, policies and procedures.)

Duties/Responsibilities:

- Build a technology interface with customers and vendors that increases positive experience
- Evaluate company capabilities and identify areas for growth and development
- Design a technology infrastructure suitable to support business growth strategy
- Evaluate eCommerce capabilities and make strategic recommendations
- Design customer feedback loops, satisfaction reporting, NPS
- Communicate technology transformation strategy to internal stakeholders; change management
- Technology translator within the company; provide clarity around tech transformation and benefits
- Stay informed on current technology trends
- Mentoring and developing future technology leaders
- Application integration
- Big data collection to track customer behavior
- Future proof the business- cybersecurity, networks, cloud, platforms
- IT budgets
- Technology enabled customer interaction; tool trainings, contractor mind share; add value to the experience of buying Malco products



Cultures

- Aligned with Malco's core values; Together We ARE Malco, Achieve Results, Respect Others, Engineer Solutions
- ESOP Culture Champion
- Change Management through EQ principles

Education and Experience:

- 10+ years progressive experience in IT disciplines and management of IT systems
- Bachelor's degree in computer science or similar IT field
- Business administration background a plus
- Experience working with, coaching and influencing leaders
- Proven experience in a leadership role in a growing, evolving organization
- Experience with software development a plus
- Ability to build business partnerships with leadership team and serve as the principal technology contact and subject matter expert for the organization
- Experience creating strong partnerships with senior executives
- Superb communication skills, the ability to translate technology requirements and theories into business language.
- Ability to attract and retain outstanding talent
- Strong attention to detail and a proactive approach to problem-solving

Contact Information →

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