

<u>Title:</u>	Director, Infrastructure & Security
<u>Business Unit:</u>	Information Technology (IT)
<u>Executive Leadership:</u>	EVP & Corporate Counsel
<u>Location:</u>	Exton, PA Office
<u>Classification:</u>	Exempt (Salaried)
<u>Position Summary:</u>	<p>The Director, Infrastructure &amp; Security is responsible for maintaining, evaluating, and developing the company's information technology infrastructure, with an emphasis on security. The Director's span of control covers: networking (internet connectivity and related components), network interface (firewall(s), switches, servers, data centers (two on premises)), enterprise storage, infrastructure applications (mail servers, etc.), and telephony/omni channel systems.</p> <p>The Director also manages all aspects of IT security, including systems/software/applications managed by other Teams/system administrators, and any outsourced IT security functions.</p> <p>This person also oversees the company's Workstation Support Team (Workstation Help Desk).</p>
<u>Essential Duties and Responsibilities:</u>	<p>The duties and responsibilities of the Director, Infrastructure &amp; Security include but are not limited to:</p> <ol style="list-style-type: none"> <li>1. Evaluating current IT infrastructure and develop strategic plan for significant network upgrade in 2019, in conjunction with simultaneous potential telephony/omnichannel (call/email/text) upgrade.</li> <li>2. Managing all aspects of IT security, including applications that may be managed by other departments and outsourced IT Security (currently ReliaQuest)</li> <li>3. Leading Workstation Support (individual computer &amp; phone break/fix) with hands-on training and providing a point of escalation.</li> <li>4. Assisting with the procurement, installation, and maintenance of all computer hardware and software, and all related products, supplies, and/or accessories, necessary to keep computer systems operable and to fulfill requests for computer support.</li> <li>5. Keeping apprised of state-of-the-art developments through attendance at trade and professional meetings, review of literature, and supplementary educational activities</li> <li>6. Continuously evaluating new equipment, software and processes; recommend changes as appropriate, and supervise all installation.</li> <li>7. Responsible for tactical execution of the company's annual PCI DSS and SOC 2, Type 2 audit.</li> </ol>

	8. Develop strategic plan, in collaboration with President and EVP & Corporate Counsel, for company to achieve ISO 27001 certification.
<u>Qualifications:</u>	<ol style="list-style-type: none"> <li>1. Must have substantial experience with Cisco Unified Contact Center Express (UCCX) and Cisco Packaged Contact Center Enterprise (PCCE).</li> <li>2. Must have 5+ years' experience with Cisco networking hardware, products and services.</li> <li>3. Must have substantial experience with EMC backup products and services.</li> <li>4. At least 6 years' experience in progressively senior technology roles in class-leading companies with users located in multiple locations.</li> <li>5. Demonstrable experience with business continuity planning, auditing, and risk management, as well as contract and vendor negotiation</li> <li>6. An intelligent, articulate, and persuasive leader who is able to communicate information technology and security-related concepts to a broad range of technical and non-technical staff.</li> <li>7. Successful experience with business continuity planning, auditing, and risk management, as well as contract and vendor negotiation.</li> <li>8. An ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks.</li> <li>9. An ability to lead, inspire, and motivate all levels of staff.</li> <li>10. Must have an ability to think and act strategically and proactively.</li> </ol>
<u>Required Education and Work Experience:</u>	<p>B.S. in Computer Science, Information Technology, or related field.</p> <p>M.S. candidates preferred.</p>
<u>Physical Requirements:</u>	<p>Must be able to sit for long periods of time.</p> <p>Must be able to lift objects 25-30 pounds or less.</p> <p>Must be able to work odd/off-shift hours, including very late at night and/or weekends to meet company and project needs.</p> <p>Must be able to work more than 40 hours per work week.</p>