

### **Job Placement Recruiting Statement:**

The Texas Restaurant Association is seeking an IT Director. This dynamic individual will be responsible for the TRA's IT infrastructure, data components, and custom web, mobile, and other application development and their online delivery. The IT Director will oversee all related Association IT activities including their planning, development, coordination, implementation, production, quality control, and evaluation. Flexibility around projects is essential and the IT Director will contribute directly to IT tasks as needed. This position reports to the COO and will work closely with support staff, NRA (National Restaurant Association) support staff, and vendors. This position will also be responsible for developing, implementing and monitoring the IT budget with routine reporting to the COO. The IT Director will also monitor, evaluate, negotiate and manage contractual agreements with IT vendors, with appropriate regular reporting and approval of the CEO/COO/CFO.

**Job Title:** IT Director

**Reports to:** Chief Operating Officer

**Job Summary:** Engage in project planning and management of all IT projects. Manage day-to-day workflow of the IT department as it relates to Internet and database projects. Plan and strategize on future IT programs, current IT services, and department projects/goals. Perform software design, development and unit testing as part of TRA's software development and implementation strategies, including design and implementation of new or existing web application features, implementation of web-related database programming and connectivity, and implementation of web-related applications and security. Responsible for documentation of service, maintenance and internal IT processes as it relates to escalation and resolution process. Also, responsible for supporting existing Association websites. Establish and monitor efficient procedures and systems to control expenditures and costs of all IT services and programs.

### **Duties/Qualifications**

#### **Communications**

- Excellent communication skills; ability to translate technology into layman's terms.
- Strong project management experience; ability to prioritize projects, communicate status, and work as part of a team of technical and non-technical staff
- Communicate regularly with executive management on information technology issues and status

#### **Staff Training**

- Provide technical assistance to all staff in all hardware and software applications
- Set up new users with equipment and with the Association's network
- Provide training assistance to all staff
- Provide any technology assistance as needed to all departments
- Train employees in using information systems and help them understand the configuration of the systems
- Develop and manage staff to monitor technology policies and procedures of the company
- Provide training and necessary assistance for the employees involved in implementation and maintenance of the software systems

## **Hardware / Software**

- Responsible for complete oversight of Association's hardware system, implementation of new software and purchase of the software and hardware systems and plan proper budget and quotations for the systems
- Provide computer support when needed in remote offices, including hardware and software, provide recommendations for training and resources
- Manage the Association's technology budget through direct oversight of all computer operations, equipment purchases, and implementation of the technology for the Association
- Recommend additional software purchases and solutions
- Install and update software programs
- Manage the Association's hardware rotation schedule
- Provide prompt IT support as needed related to TRA and TRAEF Websites
- Manage the Association's IT Plan
- Perform system monitoring for security purposes
- Develop strategies that are to be used in implementation of software and hardware systems in the organization
- Maintenance of the computer systems and ensure that all departments and remote offices are functioning properly
- Develop and maintain system data backup strategy and/or "create and maintain disaster recovery plan"
- Collect necessary specifications for each department and remote office and make sure that their requirements are met

### **Required Key Technical Skills:**

- Should be proficient working with all types of operating systems such as Apple, Microsoft, Android, Linux, Unix, DOS, etc.
- Should understand the specifications of the software to be installed in the computers and make necessary pre-installations
- Proficient working with the office applications, ERP software, communications systems, etc.
- Ability to accept challenges and tackle difficult situations and meet the expected goals
- Focused on best practices and models that are used in the industry and can be helpful in meeting the expectations of the employees
- Good project management skills and ability to pay attention towards the qualitative and quantitative aspects
- Experienced in managing information systems projects

### **Knowledge of the following software is desired**

- MS Office suite
- MS SQL Server
- Adobe Suite
- Virus Protection Software (Kapersky)
- Windows NT 2010/2008
- iMIS database experience is a plus
- Experience with MS Dynamics support desired
- Experience with trade Associations or a non-profit desired

**Qualifications**

- Project management experience required
- Ability to troubleshoot any kind of systems related problems and maintain security of those systems
- HTML Programming and SQL Programming knowledge is required
- Understanding of database software required
- Network management, development, and architecture is required (Intranet/internet)
- A graduate or a master's degree in Computer Science or Information Technology is desired. Preference to those who have a combination of technical skills and management skills.

**Benefits/Salary:** Include Salary requirements with resume. Benefits include: full health and dental coverage, 401K Plan. No phone calls please. Send resumes to: [spetty@tramail.org](mailto:spetty@tramail.org)