

Job Title: Manager – Information Technology  
Location: Fully Remote, United States  
Salary Range: \$80k - \$100,500 - \$120k

Date Posted: Thursday, June 10, 2024  
**Close Date:** Friday, June 28, 2024

Please submit resume to:

Diane Thurston  
Sr. HR Generalist / Talent Acquisition  
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The **Manager of Information Technology (IT)** holds a key role in ensuring the overall functionality, security, and accessibility of our organization's computer resources. This position requires a comprehensive understanding of technology theories and applications on a macro-level. Reporting to the Vice President of Administration, this exempt position involves the broad maintenance of our IT infrastructure, emphasizing both functionality and security to support the organization's operational needs effectively.

**This position is responsible for, but not limited to, the following:**

- Supervising Team Members: Overseeing the IT Systems Analyst and Systems Administrator.
- Promoting a positive relationship with the IT department's internal clients, team members, and vendors by ensuring accurate, timely and proactive communication
- Efficiently maintaining external partnerships and outsourcing initiatives, ensuring seamless collaboration with external vendors.
- Key responsibilities include vendor selection, contract negotiation, performance monitoring, and fostering strong partnerships.
- Overseeing all technology operations and evaluating them based on predefined Key Performance Indicators (KPIs).
- Establishing robust cybersecurity protocols, develop comprehensive IT security policies, and create a secure digital environment.
- Partnering with Senior Leadership to assess and recommend growth focused opportunities that are aligned with TLR strategies
- Maintaining and updating IT policies and systems to support the successful implementation of strategies set by Senior Leadership
- Analyzing the business requirements of all departments by understanding their business needs and taking on an advisory role in their projects, ensuring smooth integration of technology solutions.
- Purchasing efficient and cost-effective technological equipment and software
- Working with IT team to identify the need for upgrades, configurations, or new systems
- Manage IT Department's budget and KPIs
- Ability to stay current on international and government IT requirements; CBP, C-TPAT, Defense
- Provide leadership within ad-hoc project teams, involving tasks such as auditing, system evaluation, collaboration with subject matter experts, and risk management.

**Desired Skills and Experience:**

- BS/BA in computer science, engineering, or relevant field required
- Minimum 7 years' experience managing employees within an IT environment preferred
- Advanced understanding of computer systems {hardware/software}
- Experience in WFH environment {and the IT issues that come with WFH} a plus
- Proficiency in forecasting, budgeting, and strategic use of IT staff
- Experience in analysis, implementation and evaluation of IT systems and their specifications
- Experience in controlling information technology budget
- Excellent leadership, prioritization, and organizational skills
- Strong problem-solving skills and an analytical mindset required
- Knowledge of how to manage projects effectively

- Must be able to source, negotiate, and manage multiple outside contractors as needed
- Outstanding communication: ability to communicate to tech-savvy and non-technical staff
- Experience with CargoWise required
- Power BI knowledge and experience a plus
- Knowledge of international logistics a plus
- Ability to remain calm and prioritize in high stress situations

**Key Competencies:**

- Budget control
- Business analysis
- Continuous learning
- Effective communication
- Leadership
- Policy setting
- Project and people management skills
- Strategic and analytical thinking
- Technical knowledge
- Vendor management