



**Company Description:**

IDSY, a leading provider of end-to-end wireless asset management solutions, is offering a great opportunity for a Director of Technical Operations, reporting directly to the CTO.

IDSY is a publicly-traded (NASDAQ: IDSY) technology company that provides complete system solutions for wireless asset management to Fortune 500 companies. Our products provide significant cost savings and safety benefits that are well documented and are integrated into the daily operations of the world's most demanding customers.

The Industrial Truck Management team designs and delivers products which focus on facility and campus logistics via its vehicle management solutions. These systems monitor and control vehicle operations at facilities such as warehouses, manufacturing facilities and airport/seaports. These systems are currently sold as both customer-hosted and IDSY-hosted solutions, with more and more customers moving to our SaaS model.

The Trailer Tracking product team develops trailer and container tracking solutions for manufacturers, retailers, shippers, and freight transportation providers. It offers a full range of solutions to improve safety, security, and productivity for global supply chains. These cellular and satellite data solutions are all centrally hosted by IDSY.

The Connected Car team provides solutions that are easily installed in commercial vehicles and, through a combination of cellular and Bluetooth communication, enable fleet management and car rental automation for large and small vehicle fleets. These solutions can be hosted in our customers' data centers or can be hosted by IDSY.

Design and development of our products takes place in the company headquarters in Woodcliff Lake, NJ, as well as both our Plano, TX and Tampa, FL facilities. Numerous employees are also located in two European offices, or in their home offices.

All employees are offered an excellent benefits package including medical, dental, vision, voluntary life, short/long term disability, flexible spending, 401(k) plan, and paid time off!

If you thrive in a dynamic, high-energy, results-driven culture, we may have a unique career opportunity for you!

**Position Responsibilities:**

The Director of Technical Operations will ensure a stable, secure, scalable, responsive and well-documented system environment for both customer-facing and internal technical operations. S/he will demonstrate and provide overall leadership and strategic direction for the ongoing management and development of infrastructure, architecture, and service delivery standards. S/he will drive the innovation and advancement of the current service delivery and infrastructure models to the next generation of technology to meet the evolving challenges of technology and customer satisfaction. Additional responsibilities include, but are not limited to:

- Responsible for mission-critical, customer-facing SaaS platforms and all IT infrastructure, including our primary customer-application CoLo in Richardson, TX, three office data centers located in our three U.S. locations, as well as any future international expansion
- Responsible for overall IT budget, ensuring strong vendor relationships, including management and negotiation of long-term service contracts; expected to optimize department expenditures through technology innovation and effective resource planning
- Work with the software and system design teams to define, design, and deploy scalable and documented solutions and services, including feedback on solution architecture and platform selection
- Manage and maintain the company's Business Continuity and Disaster Recovery plans.
- Ensure that capacity planning and hardware/service provisioning can meet the growth and changing needs of the business, while balancing performance improvement, cost effectiveness and optimization of resources
- Establish metrics and manage SLA's for Infrastructure Support services, including system monitoring, availability, usability, and responsiveness reflecting best-in-class industry standards
- Ensure that appropriate steps are taken to minimize or act upon security risks, and provide oversight of our disaster recovery and business continuity plans
- Oversee all people management activities for Tech Ops organization, including staffing, planning, performance management, training and career development

**Position Requirements:**

- Bachelor's Degree (Master's preferred) in Computer Science, Information Technology, or closely related technical discipline plus 10+ years of relevant management experience. MBA desired.
- Broad, in-depth infrastructure knowledge and skills (network, server, cloud, SaaS, big data, and security), with an emphasis on high-data-volume SaaS solutions
- Hands-on expertise with Cisco UCS, Cisco switches/routers, VMWare/virtualization, NetScaler, Cloud services such as AWS and Azure)
- Hands-on with DR Planning and Implementation, Sarbanes Oxley IT compliance, SOC 2 Type 2 compliance and US/EU Privacy Shield compliance
- Extensive experience managing service delivery through external vendors, including negotiating contracts and managing RFPs during vendor selection
- Strong track record of strategic accomplishments in companies experiencing rapid growth and expansion, where constant challenges are the norm
- Willingness to work around the clock, along with the IT team, to handle everyday challenges and emergencies whenever required
- Must reside near Woodcliff Lake, NJ or Plano TX
- Must have the unrestricted authorization to work in the US

**Salary:** DOE and full benefits package

EOE M/V/F/D

Please visit [www.id-systems.com](http://www.id-systems.com) for more information on our company

No phone calls please