



Chief Technology & Information Officer (CTIO)

A little about Diamond C:

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a 800+ team members strong company. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX, Diamond C continues to strive to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

Purpose

The purpose of the role is to fuel the growth and success of RoadClipper's team-members, customers, and community abroad through technology as a key strategy for high-performance, easy operations and leading, world-class customer (external and internal) experience.

About the Role

Key Characteristics: Active and involved servant leader and developer of people. Proven values based leader. Builder. Learner. High integrity, excellent listener and highly effective communicator. Tech guru and strategic business partner capable of guiding technology solutions in all pillars of operational discipline. Resourceful, creative, and down-to-earth. Able to process vision into strategy, next steps, and clarity for the team. Intrapreneurial spirit with capability to deliver return on investment in a high growth, fast paced environment. Difference maker.

Reporting to the CEO, the Chief Technology Officer (CTIO) will play a critical role in enabling the successful operation, growth, expansion, and profitability of RoadClipper and its entities. As a member of the Executive Leadership Team the CTIO will establish overall technology strategies and core competencies for operations, support functions, and the total customer experience ecosystem. And from those strategies, the CTIO will develop, maintain, and execute a long-term technology roadmap for the company that includes the short/long term functional organizational structure and resources required to bring it to fruition.

The newly hired CTIO will be a transformative leader with experience, knowledge, and demonstrated success in assessing and transforming technologies in business operations and extraordinary customer experience (including systems integration and e-commerce), and in identifying methods and emerging technologies that can support and improve the organization's performance and strategic positions.

The CTIO will have direct functional leadership responsibility for all IT infrastructure, business applications, and operations/factory information technologies. The CTIO will have joint executive leadership responsibilities for building-out the customer experience ecosystem and the integration of technology into products such as firmware.

As a transformational leader, the CTIO will fulfill these roles in the advancement of the business:

1. Shift from business support IT function to progressive business partner TECH function.
2. Collaborate with ELT Peers on technology strategy development and deployment to fuel performance, growth, and success of team-members, customers, and community.
3. Develop, deploy, and deliver IT strategy – safety, reliability, automation, scalability.
4. Data Security & Compliance, Cyber Security, Business Continuity & Disaster Recovery.
5. Assess and create a roadmap to include future state corporate (RoadClipper) and operating business unit needs.
6. Determine future state of IT org & resources and curate org & resources as needed to support strategic objectives.
7. Develop infrastructure/ architecture. Champion Digital Transformation including migration from on-premises/ low-hybrid to fully hybrid / multi-cloud.

DAY TO DAY RESPONSIBILITIES

The CTIO has full responsibility for the day-to-day operations of the IT function across the enterprise. Inclusive of the following specific duties:

- Establish and lead long term technology roadmap and develop overall strategies in system development and hardware acquisition and integration to meet business needs.
- As transformational leader, assess emerging technologies and identify methods that can support and improve the organization's strategic position. Provide insights to executive leadership on technology advancements relevant to business ensuring IT is enabling profitable growth strategy.
- Ensure data integrity, business continuity, proprietary information and related intellectual property through information security and access management. Ensure regulatory compliance and information security. Develop and maintain systems architecture, define standards, policies and protocols for communication and data exchange and integration or connection of business info systems. The IT Team will facilitate reporting and dashboard informed decision making on all systems.
- Strategic partner with business to support IT, identify trends and new enabling technologies to improve facility operations, workforce productivity, security, and provide timely advice and counsel to the Executive team.
- Participate in evaluation of mergers and acquisitions for clarity on alignment and future integration with technology strategies.
- Develop budget, impact, positioning and ROI. Align and ensure connection of the plan with the needs and requirements of business.
- Lead and monitor KPIs and IT budgets to assess IT performance.
- Design Shared Service IT Team
- Manage highly confidential information and processes with integration across departments

REQUIRED QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree required ideally Engineering and/or Comp Science. Master's Degree preferred.
- Minimum of 15 years of professional experience with demonstrated success leading and building high performing IT/Technology teams.
- In-depth understanding of best practices, tools, platforms, and systems within the IT space with the ability to implement and drive adoption of new processes and tools.
- Strong interpersonal, organizational navigation and presentation skills; experience working with executive business leaders. Comfortable and effective in presenting to all levels of the organization from front-line team-members to the most senior executives including the CEO.
- Expert experience using G-suite tools including Gmail, Google Sheets, Google Docs etc. to facilitate the use of fifteen years of content and data built within Google's workspace & Google Cloud Platform.
- Familiar with and proficient in all Microsoft software and MS Azure or AWS
- ERP selection, implementation, & integration experience required, ideally with DelmiaWorks familiarity.
- Multi-site, managed services experience.
- Familiar with Python, C++ is preferred.
- Ability to evaluate all technology brands and suppliers on the merits they offer to meet business needs without bias.

Acknowledgement - I agree and accept the offer and responsibilities as stated above:

Printed Name

Candidate's Signature

Date

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.