



POSITION: Director of Technology Services
DEPARTMENT: Technology Services
REPORTS TO: AGM
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Director of Technology Services at the McCormick Place Convention Center. Responsible for providing technology leadership and management of technology systems and services to include technology solutions provided to McCormick Place and MPEA users as well as customers of McCormick Place. This includes management of strategic and tactical activities to ensure satisfaction, technical delivery, contract compliance and resource management.

Essential Duties and Responsibilities

- Assists in the development of long-range plans and program objectives in accordance with the management contract and corporate policy.
- Creates and implements information technology strategy, maintaining regular contact with both executives and staff to determine business direction and need for technology support.
- Educates staff and executives regarding the status of technology relative to the strategic goals and objectives.
- Recommends and/or determines the business's long-term system needs and proposes hardware/software solutions to accomplish the business objectives and to support goals and participates on key business committees.
- Develops, recommends, manages, and regularly reviews business models for provisioning or supporting all show management, exhibitor and guest technology needs including determining the technologies to be provided, appropriate and competitive pricing models and processes for efficient, consistent and customer-focused service delivery.
- Participates in the development of strategies and the completion of contract upgrades and renewals with department heads.
- Recognizes, creates and tracks value-added and ROI activities for the business.
- Translates and articulates administrative and departmental goals into technical initiatives.
- Communicates regularly and effectively with management on significant site issues, risks, opportunities and general progress towards contractual and business goals.
- Prepares annual operating and personnel Budgets and managing expenses to budget for Show Operations Department.
- Negotiates contracts and agreements with suppliers, promoters and tenants for necessary activities and services at the facility.
- Assists with or creates requests for proposals for Technology related projects.
- Reviews and approves all departmental purchasing, travel and promotional expense activity.
- Manages the day-to-day operations of the Technology Services department including directing staff that support administrative and/or show related networking services and other information

technology functions.

- Implements policies and procedures within the Technology Services department to establish and maintain quality and service standards that contribute to a positive image and safe, efficient, sustainable operations.
- Develops and updates annual rate schedules for services provided by the Technology Services Department.
- Manages all aspects of mobile internal communications technologies such as cellular service, tablets, radios, or other data or voice devices utilized by staff to efficiently complete required assignments including procurement, distribution, inventory control, and support.
- Responsible for managing on-site personnel actions, staff training and development.
- Performs other duties as assigned.

Supervisory Responsibilities

Directly supervises employees in the Technology Services department. Carries out supervisory responsibilities in accordance with ASM Global's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Requires a minimum of a bachelor's degree. Advanced degree (MBA) strongly preferred.
- 8 - 10 years of experience in the Information Technology field; or equivalent combination of education and experience leading IT strategic initiatives in a related industry preferred.
- Prior Management experience (3 to 5 years)

Skills and Abilities

- Proficient decision-making and time management skills. Strong leadership abilities. Maintains current knowledge in use and trends of technology.
- Strong written and verbal communication skills. Adaptable, open to change, creative in problem resolution, and innovative in generating solutions.
- Able to give and receive feedback at all levels of the organization. Strong coaching, empathizing, and empowerment abilities.
- Risk/Value Creation Focus: Able to take initiative and responsibility for projects and promote teamwork and collaboration between staff.
- Strong orientation towards hospitality/customer service for the meeting, convention and entertainment industry.
- Must have stress-management skills.
- Must possess planning and organization skills.
- Strong understanding of ERP solutions.
- Strong understanding of Network/Telecom, Web and User Support Services.
- Must have professional attitude and appearance.

Computer Knowledge

Working knowledge of Cisco, Microsoft BackOffice Suite, and Citrix Xen Suites preferred. Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the entertainment and hospitality industries.

Certificates, Licenses and Registrations

Certifications needed as required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing up to 8-10 hours daily.

Hours of work and travel requirements

Ability to work flexible hours, including nights, weekends, and holidays in addition to normal business hour as needed.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Please use the below link to apply:

External Candidates:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Director-of-Technology-Services_R10013741

Internal Candidates:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Director-of-Technology-Services_R10013741

Recruiter- Shalanda Hedrick
McCormick Place – ASM Global
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact 312.791.7000.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

We will accept applications from 09-16-22 and until position is filled.