

Job Description

Systems Architect

Position Summary

- **Title** Systems Architect
- **Department** Information Technology
- **Reports to** Chief Information & Transformation Officer
- **FLSA** Exempt / Salary

Outdoor Cap has been servicing the needs of the headwear industry for 40 years. Established in 1977, we have established ourselves as one of the largest and most respected headwear suppliers in the United States by combining work ethic, integrity, innovative resources, and processes. We service 14,000 customers across multiple channels in the Team, Promotional Products, Hunting/Fishing, and Retail markets. Outdoor Cap also has a feverishly developing direct to consumer business that currently focuses on the headband market. Spawning from the CrossFit arena and now a popular consumer brand, www.junkbrands.com is an exciting component of Outdoor Cap where eCommerce is its primary channel of business.

Outdoor Cap is seeking a proven professional that will be responsible for all aspects of IT infrastructure and operation services, as well as managing relationships with outsourced service providers. This includes ensuring IT infrastructure services are being delivered according to SLA and meeting business requirements with the highest quality and cost control.

Essential Duties and Responsibilities

- Develop, implement and maintain strategic plan for the infrastructure portfolio and technology solutions in the areas of networking, security, telephony, office applications, servers, and Cloud services
- Evaluate and recommend new information technology according to IT plan and strategy to proactively support business
- Manage IT infrastructure following ITIL standards or best practices related to IT infrastructure, operations and processes
- Management of the total life cycle of IT infrastructure services and its inter-related services from strategy development through to retirement
- Functional leadership of Outdoor Cap's infrastructure technology and services
- Ensure that end to end SLAs are agreed and delivered
- Effective ongoing communication with the business, end user and business IT team such that opportunities are taken to improve infrastructure service, overall service delivery, and cost control
- Drive standardization and partnership with suppliers to reduce TCO and provide consistent levels of service and functionality that supports Outdoor Cap's current and future needs
- Manage IT sourcing and procurement
- Steer and manage IT infrastructure related projects
- Overall IT security management for the company

Skills and Competencies

- Networking design, development, and support
- Windows server architecture, implementation, configuration, and support
- SQL server architecture, implementation, configuration, and support
- AWS and other Cloud strategy, execution, and support

- Phone systems (VOIP, digital, analog) design, maintenance, and support
- Active Directory
- End user PC/Mac design, standardization, deployment, and support
- Proficient in latest IT security technologies and best practices
- Capability to deal with complex technical and business-related issues
- Strategic thinking
- Good understanding of new and emerging technologies and their strategic influence on existing infrastructure
- Experience in cloud service and virtualization technology deployment, migration and implementation
- Broad understanding of a wide range of IT infrastructure and application technologies, ability to understand issues around interoperability of infrastructure and interaction with business applications
- Demonstrable business acumen and excellent interpersonal, communication, organizational and business focused skills
- Initiative and commitment to improving service performance
- Proven track record in managing budget and cost
- The ability to work in a changing environment under pressure and within challenging timescales
- Drive and initiative to take ownership and responsibility for IT activities, implementing processes and procedures for consistent service delivery, as well as a commitment to improving service performance

Education and Qualifications

- Bachelor's or master's degree in Computer Sciences or related Engineering degree (Electrical, Computing, Telecommunication/Network or Data Communication)
- 5-10 years of experiences in overall IT infrastructure, operations and service management or similar IT roles
- Experience building highly scalable infrastructure and telephony services
- High sense of urgency
- Positive, can do attitude

Physical Requirements

- Regularly required to sit, stand, reach, bend and move about the office
- Required to have close visual acuity to perform computer tasks, and expansive analysis and reading
- Ability to lift up to 25 pounds infrequently

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.