



## **OUR COMPANY:**

Home Telecom is one of the largest independently owned telecom companies in South Carolina, serving various counties since 1904. Home Telecom is a rapidly growing company serving the Greater Charleston community including areas in Berkeley, Charleston, and Dorchester Counties. Home Telecom provides innovative technology through our state-of-the-art Fiber deployments to provide high speed Internet, HD Video, Security, Home Automation, and Phone services. Our team of highly trained employees are all committed to being the best and easy-to-do-business-with company.

At Home Telecom, our goal is to foster an engaging work environment that encourages our team members to reach their full potential. We promote a culture of continuous improvement that celebrates integrity, innovative thinking, and dedication to consistently exceeding customer expectations.

## **JOB SUMMARY:**

The Director of Information Technology is responsible for the management, strategy and execution of the technology infrastructure, applications, and data platforms.

Job duties include:

- Serving as overall IT Project Manager for the Company.
- Overseeing all technical projects and teams in alignment with organizational goals and initiatives.
- Directing the effective delivery of technology services to departments, applications, and initiatives.
- Working collaboratively with the Engineering Leadership to support technology to the home and business.
- Lead the company with data analytics/management, disaster recovery systems, and documented processes.

## **WHY THIS ROLE IS IMPORTANT:**

- Working with key stakeholders, design and develop new tools to improve customer interactions with the company. This includes: self service capabilities, enhances web and app interfaces, instant-on capabilities, and design and/or integration of third-party tools to check security, voicemail, and other services via the desktop boxes)



- Lead the company in solutions for the customer to interact with customer service, gain information about their account, and make quick changes via their smart or mobile devices.
- Survey existing systems and review IT-supported business processes to evaluate their effectiveness at meeting Home Telecom's business goals.
- Develop an IT strategy to support double digit growth over the next 5 years.
- Spearhead technology-focused initiatives to capture the promised business value.
- Work with company leadership and departments to ensure IT initiatives are smoothly integrated into operations and attain the promised benefits.
- Manage and retain existing team members, while hiring high potential team members when needed.
- Implementation of IT vision, culture and strategy within the organization.
- Lead high level engineering and data teams that manage all major enterprise technology platforms.
- Establishing effective communication with customers and stakeholders to ensure continuous improvement.
- Developing and nurturing collaborative relationships with strategic vendors.
- Documenting, measuring and continuously improving IT processes.
- Monitoring and measuring the performance of the IT Department and initiatives.
- Setting overall goals, performance standards, and operational priorities to ensure Software License Agreement's (SLAs) are met.
- Perform upper level administrative duties to include budgeting, correspondence, contract management, and reporting.
- Planning, testing and executing Business Continuity Planning.
- Ensuring successful IT lifecycle implementation across all business units.
- Anticipate future areas of growth and/or concerns for Home Telecom in regard to technological trends and communicate them with business leaders

## **THE BACKGROUND THAT FITS THIS POSITION:**

Bachelor's Degree in Information Technology or equivalent experience plus five to seven years of related experience in the following areas:

- Ability to lead, mentor and develop a team currently comprised of 5 members.
- Ability to set goals aligned to the corporate mission, execute a plan, and deliver results.
- Ability to plan and provide structure and organization in an ever-changing environment.
- Effectively manage risk and uncertainty.
- Strong business analysis, data analytics, and problem-solving skills.



- Ability to decompose problems and make decisions when problems or solutions are not 100% defined.
- Evaluates products & processes to assure compliance with current systems.
- Ability to effectively communicate with senior leadership and key stakeholders.
- Flexibility and ability to adapt quickly to changes in business needs.
- Experience with cloud architecture and knowledge of cloud solutions are necessary.
- Knowledge in implementation of on premise, cloud and mobile projects with integration with backend systems.
- Experience working with product teams in an Agile environment.
- Experience with automated testing tools, and code quality tools.
- Strong technical, analytical, interpersonal communication and writing skills.
- Knowledge of the telecommunications industry is a plus.

#### **POSITION BENEFITS:**

- Competitive Salary with Bonus Opportunities
- Health, Vision and Dental Insurance
- 100% Company Match 401(k) up to 5%
- Education Assistance
- Flexible Spending Account Plans
- Paid Holidays, Vacation Days, and Sick Days
- Employee Discount on Home Telecom residential services where available

Home Telecom does not discriminate on any basis of race, religion, national origin, gender, age, handicap or veteran status. All qualified applicants will be given equal opportunity. Selection decisions are based on job-related factors. EEO

Qualified candidates should submit a cover letter and resume to Jodi McCall at P.O. Box 1194, Moncks Corner, SC 29461 or via email to [Jodi.McCall@Hometelco.com](mailto:Jodi.McCall@Hometelco.com). EOE