

<b>Position:</b>	<i>Director, Technology</i>
<b>Department:</b>	<i>Information Technology</i>
<b>Reporting Manager:</b>	<i>Head of Technology</i>
<b>Status:</b>	<i>Full-Time</i>
<b>Job Classification:</b>	<i>Exempt</i>
<b>Location:</b>	<i>Las Vegas, NV</i>

### **About the A's:**

The A's are a baseball team founded in 1901. They have a rich history, having won nine World Series championships and 15 American League pennants. The A's are known for pioneering the "Moneyball" approach to team-building, which focuses on using statistical analysis to identify undervalued players.

In addition to their success on the field, the A's also have a positive and dynamic work culture. They have been recognized twice as the Front Office Sports, Best Employers in Sports.

The A's are defined by their core pillars of being Dynamic, Innovative, and Inclusive. Working for the A's offers the opportunity to be part of an innovative organization that values its employees and strives to create a positive work environment.

### **Description:**

The position will help shape the service delivery strategy for the technology support team while ensuring exceptional client service for Athletics. This leadership role oversees a diverse technical team responsible for all aspects of technology support—from resolving daily issues to implementing innovative solutions and driving overall user satisfaction. The role combines strategic leadership with hands-on execution to deliver high-quality, cost-effective technology services.

### **Responsibilities:**

- Manage technology department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
- Define, communicate, and execute technology services strategy: covering support, service-desk operations, end-user experience, tooling, SLAs, KPIs. Ensure high user-satisfaction and efficient resolution of incidents, requests and service problems; monitor metrics, trends, root-cause analysis, and continuous improvement.

- Oversee the technology team, promoting a culture of outstanding customer service and ensuring team members consistently perform at a high level in supporting clients. Play a mentorship role to key IT personnel promoting their professional growth.
- Manage procurement of hardware to support the operational needs of the business. Create and cultivate IT vendor relationships that will lead to innovative technology tools to help Athletics. Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including PCs, operating systems, and associated hardware. Research and remain current with the latest technologies and solutions in support of procurement efforts.
- Evaluate new applications, systems software, products, and/or enhancements to existing applications throughout the organization. Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.
- Perform regular IT awareness training programs for all employees and create/enforce security documents (policies, standards, baselines, guidelines, and procedures) to ensure consistently high levels of compliance with the organization's security plan. Ensure compliance with organizational data governance, disaster-recovery/business-continuity for the support function.
- Ensure the confidentiality, integrity and availability of the data residing on or transmitted to/from/through enterprise workstations, servers, and other systems and in databases and other data repositories.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.
- Act as escalation point for major incidents impacting end-users and internal clients; manage communications, drive resolution, and perform post-incident reviews.
- Provide senior-leadership reporting: status of technical services, trends, major incidents, risk mitigation, staffing plans, and strategic roadmaps.
- Other duties as assigned.

*Qualifications/Requirements:*

- Bachelor's degree in a related field, or 7+ years of equivalent experience.

- 5+ years of experience in a leadership or management role overseeing technical teams.
- Willing and able to work on-site in Las Vegas, NV
- Experience in a dynamic environment; sports, live-events, entertainment or venue-based operations preferred.
- Proven experience leading cross-functional teams in complex IT environments
- Strong understanding of IT service-management best practices.
- Strong competence in the Microsoft Ecosystem (Office/O365, Azure, Remote Desktop, Server, Desktop OS), Google Suite, etc.
- Experience with service-desk tools, ticketing systems, self-service portals, knowledge bases, remote-support tools, endpoint/device management.
- Ability to analyze metrics, set KPI targets, and use data to drive improvement
- Demonstrated experience in budget management, including vendor and contract oversight.
- Excellent interpersonal, communication, and stakeholder-management skills; ability to partner with business units, negotiate priorities, and escalate appropriately.
- Strong problem-solving, critical-thinking, and organizational skills; able to manage multiple initiatives/priorities
- Demonstrated ability to lead change, drive process improvement, adapt new technologies.
- Customer-focused mindset, with a service-orientation and a “user-first” approach.
- Willing and able to work a non-traditional schedule including nights, weekends and holidays.
- Willing and able to occasionally travel for the purpose of meeting with clients, stakeholders, or off-site personnel/management.
- Ability to work across teams, drive culture change, and operate in a high-energy, stakeholder-rich environment.
- Strategic thinker with a “hands-on” approach: capable of both oversight and operational involvement.

- Familiarity with mobile devices, field-service support, and event and venue technology landscapes preferred.

**The A's Social Impact & Belonging Statement:**

Social Impact & Belonging are in our organizational DNA. Our commitment to these values is unwavering – on and off the field. Together, we continue to build an inclusive, innovative, and dynamic culture that encourages, supports, and celebrates belonging and amplifies all voices. Combining a collaborative and innovative work environment with talented team members, we've created a workforce in which every team member has the tools to reach their full potential.

**Equal Opportunity Consideration:**

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, disability, gender identity, marital or veteran status, or any other protected class.