**Position Title:** Director, Technology Solutions

**Department:** Technology Solutions

**Supervisor:** Senior Vice President and CIO, MIS and Technology Solutions

**Applicants can submit a resume via e-mail to**[**careers@javitscenter.com**](mailto:careers@javitscenter.com)

The Javits Center has been considered the busiest convention center in the United States, hosting the world's leading conventions, trade shows and special events on Manhattan's West Side. These large-scale events have generated more than $2 billion in annual economic activity for New York City and New York State, supporting as many as 18,000 jobs in and around the facility. Located on 11th Avenue between West 34th Street and West 40th Street, the iconic structure has played a prominent role in New York’s recovery and resurgence, and with a state-of-the-art expansion project recently completed, the venue features more than 850,000 square feet of total exhibition space, two new floors of new meeting room space, a rooftop pavilion and terrace, as well as a range of catering, sustainability, and technology services.

**Position Summary:**

The Director, Technology Solutions will provide the vision, leadership, and formal management to the Technology Solutions team, and will be responsible for the smooth operation, development, and implementation of Javits-wide information technology. This role is also responsible for system management, network management, technical support, and setting and attaining Technology Solution sales targets to meet Javits Center business objectives.

**Key Job Accountabilities:**

* Provide technical and administrative leadership to both the guest and administration facing technology teams.
* Have technical responsibility for all Javits IT systems, applications, and technologies including but not limited to Cisco ACI, Cisco Hyperflex, VMware, Microsoft Administration, Microsoft Active directory, Azure, Microsoft 365 and AWS.
* Ensures the reliability, performance, security, efficiency and effectiveness of the Center’s technology and computing infrastructure, its use, as well as the design and delivery of high-quality technology solutions to internal and external customers.
* Supports strategic and tactical planning, development, evaluation, and adoption of the information and technology systems for the Convention Center.
* Facilitates communication between staff, management, customers, vendors, and other technology / electrical / audio / video resources within the organization.
* Provides leadership in defining network architecture, system management processes and standards, tools and technology, methods of integration and project management.
* Provides support for the departmental sales function; research, designing solutions, delivering, and supporting solutions, setting pricing, upselling, developing, and maintaining customer relationship, and meeting revenue targets.
* Captures and communicates metrics to represent the performance, reliability, scalability and security of systems and technical support processes.
* Maintains documentation of system configuration, maintenance procedures, and interdependencies.
* Oversee technical projects in alignment with organizational goals.
* Provides oversight for all IT infrastructure, telecommunications, data networks, audio visual networks, technical support including a helpdesk, release management, and business continuity.
* Develops, recommends, and implements appropriate end user-training programs.
* Identify opportunities for the appropriate and cost-effective investment of financial resources in systems and resources, including staffing, sourcing, budgeting, and purchasing.
* Other responsibilities as may be assigned from time to time.

**Qualifications:**

* Minimum of 8 years of experience with increasing responsibilities for management and support of information systems and information technology, direct management of a major IT operation is preferred.
* Significant experience in Events/Conventions or hospitality industry is desirable, specifically in technology and information systems planning to support business goals.
* Ability to work flexible hours, to include evenings, weekends, and holidays as dictated by the needs of the business.
* A Bachelor’s degree in Computer Science, Business Administration or a related field is preferred but not required.
* **Must be fully vaccinated against COVID-19 and any additional vaccinations against COVID-19 as recommended by health officials during your employment.**
* **Must work full-time onsite at the Javits Center.**

*The policy of this company prohibits any employment practice which in any way discriminated or tends to discriminate against any person, employees, or employment with respect to conditions or privileges of employment because of an individual’s race, color, religion, national origin, ancestry, marital status, non-job-related disability, pass service in the Armed Forces of the United States, sex, or age as provided by law. NY CONVENTION CENTER OPERATING CORPORATION IS AN EQUAL OPPORTUNITY EMPLOYER.*