



## Sr. Director of Operations

**Recovery Point Systems**, Germantown, MD 20874

**US Citizenship required**

**Background check required**

### About Us

Recovery Point Systems is a leading provider of comprehensive disaster recovery and business continuity solutions, serving clients across various industries including government, healthcare, and financial services. With a commitment to data protection and IT resilience, Recovery Point Systems offers a range of services including managed hosting, cloud-based disaster recovery, and cybersecurity solutions. Recognized as an industry leader by Gartner®, Forrester® and other leading industry analysts, we seek talented, dynamic individuals to join our team.

### Job Description

Recovery Point is seeking candidates for a **Senior Director of Operations** to join our team. To be successful in this role, you should have experience in the same or a similar role, managing data center operations and setting goals across the entire team. The candidate should also demonstrate great leadership skills and be able to communicate the vision of the organization's goals across all levels. Ultimately, you will ensure that all operational functions are in line with our strategic goals.

This position requires a candidate with the proven IT technical ability to drive continuous improvement and the ability to keep pace with our rapid growth while motivating others to meet the challenges of an extremely deadline-driven environment. It is considered a mix of hands-on and management.

A successful **Senior Director of Operations** in this role will be responsible for:

- Overseeing all IT Operations and Service Delivery in a 24x7 support model.
- Extensive communications with clients, vendors, and senior management to include briefing, status meetings, tests, and client Disaster Recovery events.
- Leading and managing a team of high-performing individual contributors and managers and their ongoing talent development.
- Providing regular, recurring constructive feedback to managers on their performance, and ensure managers and key staff have updated career development and succession plans in place.
- Overseeing and helping manage and prioritize the workload of IT infrastructure support personnel.
- Managing day-to-day data center operations in support of permanent client environments as well as disaster recovery shared infrastructure and test events.



- Overseeing all Incident and Problem Management activities for IT Service disruptions. Track problems and resolutions from cradle to grave.
- Empowering a culture of safety, security, and compliance in all aspects of team activities.
- Initiating and establishing quality standards for the teams and manage those initiatives through to completion.
- Analyzing production operations and initiate corrective actions to ensure operational stability.
- Managing planned and unplanned outage cycles, including notifications and updates to client end users and other stakeholders.
- Ensuring the consistency and maintainability of all IT infrastructure by creating, maintaining, and enforcing configuration baseline standards and operating procedures used by the IT support teams.
- Working with business and client stakeholders to define IT operational objectives and requirements. Ensure all business systems, IT systems, partner platforms, and networks are in place to support the business and that the technical design accurately represents the business requirements.
- Participating in the collaboration and review of all design plans, IT projects and proposals for new technology, to ensure adherence to strategy, technology standards, and enterprise operations best practices.
- Negotiating and administering vendor, outsource and consultant contracts and service agreements associated with IT infrastructure operations.
- Participating on all hardware and software evaluations and ensure timely and accurate tracking of all 3rd party IT support and maintenance contracts.
- Pro-actively manage cross functional IT Infrastructure teams through the delivery and support of the IT Infrastructure used in support of the business & client operations. Anticipate problems and complications and formulate solutions so as not to impede the business operations. Collaborate with and leverage the other IT resources within the organization in the delivery of IT services.
- Overseeing the patch management for all IT equipment.
- Supporting our Sales organization by reviewing technical proposals, recommending technical solutions, and meeting with prospective clients.
- Lead the various IT operations teams in executing service delivery production onboarding tasks according to a documented schedule that meets or exceeds client expectations.
- Represent the Service Delivery Operations function at client review meetings when appropriate.
- Perform liaison duties between users and IT Operations personnel in the areas of Corporate IT Service Delivery.
- Provide management oversight for the development, deployment, monitoring, maintenance, upgrade, and support of all cloud and IT infrastructure systems, including



telecommunications, servers, storage, network, operating systems, hardware, software, and peripherals.

- Create, collect, analyze, and report on key benchmark data to drive service improvements and growth of the Service Delivery Operations organization.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Approve, prioritize, and oversee the execution of IT infrastructure projects and project portfolio.
- Ensure adherence to Corporate IT Policies and Procedures, including the development of additional controls as required to ensure regulatory compliance against NIST 800-171 and other standards as necessary.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads and end users regarding pertinent IT activities.

## Required Skills

- Strong problem-solving skills, analytical capabilities, data analysis, and attention to detail.
- Strong verbal and written communication and organizational skills
- Must be able to multi-task and project manage many tasks simultaneously

## Education/Experience

- At least 10 years of strong, technical data center background.
- At least 8 years directly managing technical staff.
- Experience in multi-platform environment:
  - Windows/Unix/AIX/iSeries/Mainframe/Cloud/Network
- Experience with Microsoft Active Directory, Global Policy implementation and server hardening.
- Current high-level knowledge of network topology, security, replication & backup technologies, SAN administration, and server virtualization.
- Enterprise-level experience in managing large-scale and complex projects/programs.
- Experience developing and documenting Internal Disaster Recovery procedures.
- Experience creating/maintaining Standard Operating Procedures.
- Familiarity with FedRAMP controls and environment a plus.
- Experience with SDN or ACI a plus.
- BA or BS or equivalent experience.
- Eligible to obtain and maintain a DoD security clearance.



## Compensation/Benefits

- Health insurance package (medical/dental/vision/disability/life)
- Competitive salary
- 401(K) plans
- Paid holidays
- Paid time off
- Parental leave
- Flexible hours
- Pregnancy leave

**Salary:** \$100K - \$150K

**Job type:** Full-time; Hybrid (in-office and remote)

Equal Opportunity Employer