

DRINKER BIDDLE & REATH LLP
DIRECTOR OF IS OPERATIONS
JOB POSTING

JOB TITLE: Senior Director of Information Services Operations	STATUS: Exempt
REPORTS TO: Chief Information Officer	LOCATION: Philadelphia, PA; Chicago IL or Washington, DC
<p>SUMMARY:</p> <p>We are seeking a Senior Director of Information Services (IS) Operations to join our team. The Senior Director of IS Operations is responsible for overseeing the firm's Information Services (IS) team and managing the execution of IS projects. Under the general direction of the Chief Information Officer (CIO), the Director of IS Operations serves as a member of the senior IS management team.</p> <p>In accordance with the firm's Client Service Initiatives, the Director of IS Operations must display good judgment, effective interpersonal communications, and confidentiality and discretion are required consistently.</p>	
<p>ESSENTIAL JOB FUNCTIONS:</p> <ul style="list-style-type: none"> • Resource, organize, and facilitate a team of directors, managers and technicians across multiple offices in delivering world class, accurate and timely support and services. • Assist the Chief Information Officer (CIO) in the development and implementation of strategic plans, initiatives, direction, and annual budgets. • Be alert to opportunities for process improvement, standardization and other cost-saving or service expanding concepts and ideas, and make recommendations to the CIO. • Work with the CIO in setting department objectives and ensure that they are met and communicated across the IS organization. • Effectively communicate and report operational progress to the CIO on a regular basis including clear overview of objectives, areas for improvement and action plans. • Act as an escalation point for high severity customer and IS internal issues that arise from within the IS department, other administrative departments or the firm overall. • Working with the Director of Information Security and the CIO, ensure the physical and data security for the Firm's computers and networks, including the high availability of critical systems and disaster recovery of all systems. • Managing People: takes responsibility for subordinates, openly available to IS staff; provides regular performance feedback to Directors; continually works to improve subordinates skills; excellent supervisory and manager skills. • Lead, organize and motivate all IS team members to ensure that the highest possible quality of service can be provided to the firm and its clients. • Evaluate and develop staff, recruit and hire a diverse and effective workforce. • Ensure that customer satisfaction is the priority at all times. • Effectively implement and manage best operational practices, in alignment with industry standards, within the department. • Ensure proper documentation is maintained regarding the configuration and operational use of technology. • Maintain individual and team growth ensuring exceptional performance. • The role is a visible one, must be accessible and be responsive and sensitive to internal and external client demands and deadlines. This includes being accessible after hours, including weekends and holidays. <p><i>The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.</i></p>	
<p>KNOWLEDGE, SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Must be capable of dealing confidently and professionally with end users at all levels within the firm. 	

- Proven ability to manage complex processes and drive continuous process improvement.
- Must have broad technical knowledge and thorough familiarity of security practices, laws and compliance.
- Excellent written and verbal communication skills; ability to communicate effectively and tactfully at all levels within and outside of the firm.
- Ability to respond to high-profile, high-impact customer escalations in a way that drives positive customer perception.
- Must be able to think strategically, analytically and creatively.
- Excellent problem-solving and troubleshooting skills.
- Ability to develop solutions outside of established firm protocols.
- Ability to work with detailed information accurately and efficiently while maintaining confidentiality.
- Excellent attention to detail.
- Must be highly organized and be sensitive and responsive to internal and external client demands and deadlines.
- Excellent project management skills. Experience managing and executing multiple projects concurrently and successfully, many with tight deadlines. Demonstrated ability to manage projects across teams where influencing skills are required.
- Ability to assess, adapt and reprioritize projects quickly when situations change.
- Able to work with all levels of firm management and work well as part of a team.
- Strong leadership skills with the ability to manage people and motivate them to accomplish their goals.
- Ability to lead meetings, teams, and workgroups to encourage participation, mutual trust, respect, and cooperation among participants; ability to coordinate the activities or tasks of people, groups and organizations.
- Ability to exercise good business judgment and diplomacy in complex situations.
- Ability to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Able to quickly grasp the goals, service, culture and strategy of both the department and the firm overall.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Unbiased judgment, sound discretion, and openness to the views of others.
- Adhere to and serves as a role model for the Firm's Client Service Standards.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assuming new responsibilities as the Department's and Firm's needs change.
- Ability to travel to other firm offices as needed.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree required; advanced degree preferred.
- ISO 27001 experience preferred.
- Minimum ten years' experience with an emphasis on operations, project management, process improvement, enterprise applications and information security.
- Minimum of five years' experience managing staff, ideally including managing staff both in-person and remotely (based in other offices).
- Knowledge domains (experience) required: IS Management Controls and Auditing Management (Projects, Technology & Operations); Management – Projects & Operations; Information Security; Business Process Engineering; and Application Development.

We are an Equal Opportunity Employer and we offer an excellent total compensation package, which includes medical/dental (PPO/HD) coverage, vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holiday/sick days, wellness programs and more.

TO APPLY: Interested candidates should send their cover letter, including salary requirements, and resume to Human.Resources@dbr.com referencing **Sr. Director of IS Operations** in the subject line. *Incomplete applications will not be considered.*