

Director of Technology Services – Slough HQ, UK

Pinnaca is a profitable privately owned global technology company in the video communications space. With customers and offices in North America, Europe and Asia we are truly a significant player in this multibillion-dollar market and partner with some of the world's largest technology companies. We currently have 130 staff.

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today's workforce to connect without time or distance barriers. What's our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience.

Since, 2000, Pinnaca has been supporting legacy and next generation video solutions using technology from Pexip, Polycom (Plantronics), Cisco Systems, Avaya and the new entrants such as Microsoft Skype/Teams and Google. Our strategy is to offer our partners and customers a set of visual communication and collaboration services, accessible anywhere, anytime, that delivers on today's business requirements, with a vision for the future.

We're a "Best Place to Work," a "Fastest Growing Company" and "Advanced Partner/Provider," - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

POSITION OVERVIEW

The Director of Technology Services is someone who has timely, in depth knowledge of evolving video infrastructure technologies with strong domain knowledge in the areas of networking and security. To be a successful Director of Technology Services, you not only are great at defining a vision, but you are equally great at executing on that vision. Implementation will mean getting your hands on with systems and policies, communicating with internal departments on changes, mentoring staff, completing projects against a roadmap, leveraging outside consultants, and building a strong team and infrastructure capabilities for Pinnaca around the globe. A person that thinks globally with the passion to collaborate effectively with a global workforce is required to be successful. In addition the director will establish leadership and strategic direction for Pinnaca's global infrastructure and will help craft the overall IT strategy for Pinnaca. The director leads an international team focused on networking and systems, enterprise cloud video infrastructure, virtualization technologies, infrastructure application management services, monitoring, and data centre facilities. This position is located in Slough, UK.

MAJOR DUTIES AND RESPONSIBILITIES

- Champions, leads and supports strategies and plans to deploy global infrastructure, enterprise architecture and technology selections that are closely integrated with Pinnaca's applications and ensuring they meet availability, scalability, performance and business continuity goals.
- Provides technical guidance, leadership, and management oversight across the enterprise for major enterprise infrastructure projects that vary in scope and complexity. Provides consultation on the impact to business and the product team as well as core and non-core applications. Project Management of the Infrastructure teams' deliverables.
- Develops global ICT Strategy, Service Provider & enterprise infrastructure technology standards, governance policies, technical system documentation, standard operating

- procedures and ensures that all program and project activities adhere to Pinnaca architectural standards and practices.
- Lead, plans and executes the evaluation and selection of outsourced infrastructure solutions including: requirements gathering, capacity planning and cost-benefit analysis, leading the RFQ process, vendor evaluation, and contract negotiation of and negotiation with third party suppliers. Builds and maintains the supplier relationship and manages their performance to the satisfaction of users.
 - Direct engagement with customers to ensure project deliverables are achieved, escalation support.
 - Establishes and manages budgets for the group and specific project/program initiatives.
 - Works with the solutions design and bid teams to ensure that appropriate technical resources are brought to bear when required by the sales process.
 - Establishes and manages resource planning, allocation and deployment process that enables efficient and effective utilization of global internal and external resources.
 - Establishes IT-wide KPIs, metrics, and a reporting/review process to ensure continuous improvement of enterprise infrastructure performance and initiatives.

EDUCATION AND SKILLS REQUIRED

- Degree level education, advanced degree preferred
- UK Security Clearance will be required
- Awareness of Legislative processes that must be followed: ISO9000, GDPR, Data privacy
- 10+ years of full-time work experience in IT infrastructure management demonstrating progressive, global leadership experience in information technology
- Ability to lead, influence, coach and develop an outstanding, global, highly technical team. Provide opportunity for personal development of the team, demonstrate the ability to build trust, deal with conflict and deliver results
- Strong leadership skills with the ability to influence, collaborate, lead team and partners through change, and deliver results and who is able to communicate infrastructure-related concepts to a broad range of technical and non-technical staff
- Strong communication skills with the ability to present to senior management and to represent Pinnaca to customer organizations; ability to communicate infrastructure and applications architecture strategy at all levels of the organization
- Proficiency with process and project management methodologies, tools and processes
- Ability to work collaboratively across and outside the organization: interpret user requirements, identify the root cause, research possible solutions, identify most feasible solutions
- Must be able to work creatively, calmly, flexibly and under tight deadlines in order to respond quickly and positively to shifting/multiple demands and opportunities
- Proficiency with process and project management methodologies, tools and processes. Past experience in managing COBIT, ITIL implementations would be valuable.
- Ability to work collaboratively across and outside the organization: interpret user requirements, identify the root cause, research possible solutions, identify most feasible solutions
- Expertise with IT infrastructure components including the following:
 - Networks: WAN/LAN, Switches, Firewalls, Routers, Management and Monitoring

- Operating Systems Linux and Windows
- Application integration backbones or enterprise service bus integration
- Business Continuity and Technology Recovery Processes
- Virtualization Technologies (VMware, Hyper-V, and KVM)
- Collaboration and Security
- Storage Management
- Data Center Planning & Management