

IT Director - 2022

Who We Are: A team to help IOT meet its internal business operations goals by providing support for the internal technology needs and goals of IOT.

Our Mission: To assure IOT's internal technology needs and goals are being met effectively and efficiently.

Department: 493001

Manager: Steve Edwards

Formed: December 2021

What We Do:

- Help provide enterprise visibility into our business operations and service delivery metrics.
- Determine business needs, processes and requirements for tools and systems that provide executive visibility into our IOT processes and activities.
- Support IOT's technology needs in our shared office environment such as TV screens and monitors throughout the floor, and appropriate meeting collaboration tools in conference and focus rooms.
- Serve as primary point of contact for IOT's device refresh initiatives.
- Provide a team of Business Systems Consultants to serve as resources for projects managed by the IOT PSC as well as IOT Operational Teams.

This team will work on various phases of information systems analysis. They will consider the technical and business implications of the application of technology and/or improved processes to the current and future business environment.

Typical functions provided by this team include:

- Formulate and define system scopes and objectives through research and fact-finding combined with a basic understanding of user needs and business systems and industry requirements
- Create process change through the integration of new with existing processes and communicate changes to impacted Business Systems teams.
- Analyze business and user needs, document requirements, and devise new technical business system solutions, or revise existing system logic difficulties, as necessary.
- Recommend and facilitate quality improvement efforts.
- Facilitate the delivery of technical business solutions and products to customers.

Our Products: No specific products

Our Metrics: No specific metrics

Our Customers: IOT Employees

Past Major Accomplishments:

- Salesforce implementation at IOT

Current Projects:

- IOT Conference Room / Focus Room Technology Upgrades
- Improve New Employee Equipment Order process
- Digital Signage HW/SW Upgrade for 5th Floor IGCN