

R.D. OFFUTT COMPANY

Job Title: Director of IT Service Operations
Department: Information Technology
Reports To: Vice President of Information Technology
Supervises: IT Service Operations Department
Job Group: First/Mid-level Official
Exempt or Non-Exempt: Exempt

Job Description:

The Director of IT Service Operations will provide strategic leadership and direction for all IT Service Desk functions, ensuring exceptional end-user support across all deployed technology solutions, including custom and proprietary systems. This role will cultivate a culture focused on efficient, professional, and client-centric service delivery encompassing investigation, diagnosis, escalation, resolution, recovery, and communication.

The Director will establish and manage service-level objectives; monitor service desk performance and operational trends; and identify opportunities for user education, outreach, and continuous improvement. They will oversee team allocation for proactive initiatives and serve as a key resource for technology deployment projects.

In addition, the Director will lead vendor management activities, including contract evaluation, performance monitoring, relationship development, and ensuring vendors meet service and operational expectations. The role will also provide oversight for endpoint administration, ensuring secure, compliant, and efficient management of all company-issued devices, endpoint security tools, patching, asset lifecycle processes, and related support workflows.

R.D. Offutt Company and RDO Equipment Co. approaches their goals and responsibilities in terms of its five principal stakeholders: Employees, Customers, Manufacturer Partners, Owners and Communities. These principal stakeholders have shaped the core values of the organization and provide a basis for our management decisions.

Employees: We are dedicated to being an organization that continually strives to be a great place to work.

Customers: We are dedicated to being a total solutions provider with the highest commitment to customer service.

Manufacturer Partners: We are dedicated to being a respected distributor for our manufacturer partners.

Owners: We are dedicated to building a strong and sustainable business for the future.

Communities: We are dedicated to being an exceptional corporate business citizen.

Specific Duties Include:

- Defining the operating model to deliver world class services increasing end-user success and overall experience
- Ensuring staff are trained and experienced in the areas of solution workflow, application performance, and infrastructure services within a hybrid environment
- Leading in the introduction and deployment of best practices for service support processes.
- Develops and delivers internal process documentation and training for the IT Services team members.
- Overseeing the creation of end-user technology training and collaborating with the L&D team to delivery training to end-users
- Ensuring team readiness, execution excellence, high productivity, and success
- Leading technology teams on planning and execution of projects and proactive services
- Developing meaningful metrics and reporting of service delivery performance across the enterprise
- Overseeing and supporting SLA reporting and governance
- Evaluating, defining, developing, and deploying new service support processes and/or enhancements with existing processes
- Overseeing the performance of service support staff; their budget and staffing needs
- Performing executive level escalation management
- Ensuring participation in beta testing of customizations and proprietary solutions
- Overseeing all hardware purchases such as PCs, mobile phones, telecom, and end-user configurations for the enterprise, as well as mobile contracts for the enterprise.
- Establish and oversee vendor performance standards, ensuring vendors meet contractual service-level agreements (SLAs).
- Evaluate, select, and negotiate contracts with technology service providers, hardware suppliers, and managed service partners.
- Monitor vendor compliance with security, privacy, and operational requirements.
- Manage the lifecycle of vendor relationships, including onboarding, contract renewals, escalations, and terminations.
- Coordinate with Procurement and Finance on budgeting, renewals, and cost-optimization strategies.
- Track vendor deliverables, project commitments, and risk areas to ensure alignment with organizational goals.
- Oversee the deployment, configuration, and maintenance of all corporate endpoint devices (laptops, desktops, mobile devices, peripherals).
- Manage endpoint security solutions including anti-malware, endpoint detection and response (EDR), mobile device management (MDM), and encryption.
- Ensure timely and reliable OS and software patching, vulnerability remediation, and compliance reporting.
- Maintain a complete and accurate asset inventory, including lifecycle planning, procurement recommendations, and device retirement.
- Define endpoint standards and images, ensuring consistency and alignment with security and productivity needs.
- Troubleshoot escalated endpoint issues and identify trends or systemic problems requiring process or technology changes.
- Develop endpoint policies, hardening guidelines, and usage standards in partnership with the security team.

- Ensure that appropriate communications take place, conducting regular team meetings, encouraging an open-door policy, and proactively seeking feedback from team members.
- Foster an engaged work environment within the department, encouraging accountability, open communication, teamwork, and a commitment to serving the customer.
- Lead and manage all business and/or department activities related to ensuring the customer experience is positive and that all team members are committed to creating solutions and long-term relationships with customers.
- Conduct self in the presence of customers and community to present a professional image of R.D. Offutt Company and RDO Equipment Co.
- Manage the evaluation, allocation, and management of physical and financial resources and administer the hiring, development/training, management, evaluation, and effective assignment of people resources.
- Responsible for ensuring that sound and safe business practices and processes are implemented and continuously improved to effectively and efficiently achieve ethical business objectives.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Degree in Management Information Systems (MIS) or related field
- 8+ years managing support centers and software implementation functions
- High degree of technical and management expertise on SaaS platforms, services, and technical operations best practices and operational efficiencies
- Relevant technical experience supporting a variety of business applications, desktop and mobile technologies, business processes, enterprise systems, databases, ERPs and/or CRMs
- High degree of technical and management experience in Service Management, Continuous Delivery, and Service and Process Improvement to achieve operational efficiencies that deliver exceptional services to end-users
- Exceptional organizational, department, and client leadership
- Superior written and verbal communication skills. Builds trust and strong relationships with stakeholders
- Effective leadership and direction under pressure
- Flexibility and ability to adapt and manage effectively in a continuous change and high performing environment
- Ability to promote a positive attitude throughout the organization, effective at inspiring and motivating department through any challenge and drives execution excellence and success
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

EOE/M/F/Disabled/Veteran

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X
Walking		X		
Standing		X		
Bending (neck)			X	
Bending (waist)		X		
Squatting	X			
Climbing	X			
Kneeling	X			
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right ___ Left ___				
Is repetitive use of hand required?		X		
Simple Grasping		X		
Power Grasping	X			
Fine Manipulation	X			
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?	X			

