

## Information Systems Manager - Permanent Position - Memphis, TN

US Citizens or Permanent Residents Only

### Summary / Purpose

Plans, organizes, and integrates cross-functional information technology projects to deliver specific measured results to the customer. Responsible for managing IT team as well as projects that have an impact on the site's operations.

### Essential Duties and Responsibilities

Other duties may be assigned.

### LEADERSHIP AND MANAGEMENT RESPONSIBILITIES

#### Recruitment and Retention:

- Recruit and interview IT Staff.
- Communicate criteria to recruiters for IT position candidates.
- Monitor team member turnover; identify key factors that can be improved; make improvements.

#### Employee and Team Development:

- Identify individual and team strengths and development needs on an ongoing basis.
- Create and/or validate training curriculum in area of responsibility.
- Coach and mentor IT staff to deliver excellence to every internal and external customer.
- Create and manage succession plans for IT function.

#### Performance Management:

- Establish clear measurable goals and objectives by which to determine individual and team results (i.e. operational metrics, results against project timelines, training documentation, attendance records, knowledge of operational roles and responsibilities, personal development goals).
- Solicit ongoing feedback from Workcell Manager (WCM), Business Unit Manager (BUM), peers and team member on team member's contribution to the Workcell team. Provide ongoing coaching and counseling to team member based on feedback.
- Express pride in staff and encourage them to feel good about their accomplishments.
- Perform team member evaluations professionally and on time.
- Drive individuals and the team to continuously improve in key operational metrics and the achievement of the organizational goals.
- Coordinate activities of large teams and keep them focused in times of crises.
- Ensure recognition and rewards are managed fairly and consistently in area of responsibility.

#### Communication:

- Provide weekly communication forum for the exchange of ideas and information with the department.
- Organize verbal and written ideas clearly and use an appropriate business style.
- Ask questions; encourage input from staff.
- Assess communication style of individual team members and adapt own communication style accordingly.

## FUNCTIONAL MANAGEMENT RESPONSIBILITIES

### Business Strategy and Direction:

- Know and understand the campus strategic directions.
- Define, develop and implement an IT strategy, which contributes to the campus strategic directions.
- Develop an understanding of the Workcell business strategy as it pertains to IT.
- Provide regular updates to BUM, WCM, and Operations Manager on the execution of the strategy.

### Cost Management:

- Responsible for department budget.
- Identify creative ways to reduce cost by streamlining processes and systems (i.e. modification of responsibilities or consolidation of tasks, elimination of non-value-added processes, or complete re-engineering of processes and systems).
- Utilize tools to monitor departmental cost and cost trends, striving continuously to improve value.
- Provide feedback to peers (BUM, WCM, and Functional Managers on cost and cost trends).

## TECHNICAL MANAGEMENT RESPONSIBILITIES

- Creates and implements new IT initiatives and strategies.
- Support customer's business needs using standard process where possible and customized solutions where necessary.
- Adhere to all safety and health rules and regulations associated with this position and as directed by manager.
- Comply and follow all procedures within the company security policy.
- Develops project plans, goals and budgets; identifies resources needed, develops schedules and methods for measuring results.
- Guides and performs strategic analysis for the project.
- Organizes and manages all phases of the project to ensure on-time completion
- Assembles and coordinates project team members; assigns individual responsibilities. Lead inter-disciplinary team to achieve desired results in projects, tasks, team efforts always thinking of company, plant, IT strategies.
- Monitors contracts including review and approval of pay requests and change orders; maintains regular communication with service provider.
- Plans and oversees the preparation and dissemination of project communications. Communicates with top-level information systems (IS) administrator, project sponsors, functional area managers and/or consultants regarding status of specific projects. Produces project reports for the program manager, sponsor, manager or director.

### Job Requirements

- BS in Information Systems/Technology discipline minimum of 16 credit hours in project management courses
- 6+ years work experience as a supervisor team lead and/or project coordinator/manager
- Experience in continuous improvement activities such as Kaizen 8D Lean 5S Human Development and Six Sigma.
- Knowledge and experience in cross-functional project management methods and techniques including ability to bring vision to the team provide achievable goals and identify critical

metrics to better serve the internal and external customers. Ability to bring sense of urgency without creating chaos.

- Knowledge of information technology applications processes software and equipment.
- Knowledge of the techniques for managing cross-functional teams including conflict resolution and communication across multiple functional areas.
- Skill in planning and preparing written communication including strong selling and/or negotiation skills.
- Skill in technical planning of information technology projects and the ability to articulate technical information into business language as well as business requirements into technical documentation.
- Strong cross-functional drive to interact and provide input to peers in materials quality test manufacturing human resources finance and facilities.
- Skill in effectively serving a diverse customer base.
- Ability to synthesize project information and establish the appropriate scope of a project.
- Ability to apply strong project management skills and methodologies.
- Ability to create new work processes.
- Ability to communicate effectively with senior management and external and internal customer.
- Highly prefer experience supporting manufacturing business strategies.