

Job Summary

The **Director of IT** leads and manages the IT department to support the agency's mission of improving the lives of children and families in Hillsborough County. This role ensures that all technology systems—hardware, software, cloud infrastructure, applications, data, and security—are optimized for efficiency, reliability, compliance, and innovation. This is a hands-on role that serves as both a strategic leader and an active contributor requiring involvement in daily IT operations, infrastructure management and technology support.

Essential Job Functions

- Oversee Microsoft 365 E5, Azure, and cloud platforms to ensure high availability, performance, and scalability.
- Oversee the management of Azure resources (VMs, storage, networking), backup/DR, identity and access (Entra ID/Azure AD), and role-based access control.
- Oversee the administration of the Ubiquiti UniFi network (switching, Wi-Fi, VLANs, VPNs), and Synology NAS servers, working with external providers as needed for performance and security.
- Oversee the Teams Phone (auto attendants, call queues, numbers), endpoint fleet (55 Windows 11 laptops/workstations), cloud-based faxing, and a mixed printer/MFD environment (10+ devices).
- Lead cybersecurity program operations with Microsoft Intune, Defender, Purview, and E5 security capabilities, in coordination with external security consultants and the MDR provider.
- Establish and enforce security baselines, patching, vulnerability management, Data Loss Prevention (DLP), email security, AI access, and privileged access controls.
- Develop, implement, and maintain an Incident Response Plan (IRP), with Business Continuity and Disaster Recovery (BC/DR) procedures, and conduct regular tabletop exercises.
- Ensure compliance with applicable laws and standards, including Florida public records laws, ADA/WCAG for public-facing websites/documents, and data privacy/security frameworks relevant to HIPAA/FERPA-like requirements as applicable to program data.
- Oversee development, maintenance, and optimization of core applications, including - Legacy apps built with PHP/JavaScript, MySQL, NET/MSSQL; newer app development using React.
- Guide adoption of low-code and modern app platforms where appropriate (e.g., Power Apps, Dataverse, Power BI, Azure services) and support secure integration patterns.
- Apply Agile/iterative delivery practices; manage backlogs, sprints, testing, and change management with appropriate documentation and stakeholder demos.
- Support advanced data analysis, encryption, reporting, and visualization needs for internal staff and external providers.

Minimum Qualifications

Education & Experience

- Bachelor's degree in Computer Science, Information Technology, Computer Engineering, or a related field
- 7–10+ years of progressive IT experience
- 3+ years in a supervisory/lead role

Knowledge, Skills, and Abilities (KSAs)

Technical Knowledge

- Microsoft 365 E5 ecosystem (Entra ID/Azure AD, Intune, Defender, Purview, SharePoint, Teams, Teams Phone).
- Azure (VMs, networking, storage, backup/DR, monitoring), conditional access.
- Windows 11 endpoint management, imaging, patching, BitLocker, application packaging/deployment using Portal.
- Ubiquiti UniFi networking (switching, Wi-Fi, VLANs, VPNs, security features) and general network design/segmentation best practices.
- Application stacks: PHP/JS/MySQL, .NET/MSSQL, React; Azure DevOps/GitHub, encryption, API integration, logging/telemetry.
- Data platforms and analytics: SQL, Power BI, Power Platform, data modeling/governance.
- Practical knowledge of incident response, MDR coordination, vulnerability management, Endpoint Detection and Response (EDR), email security, phishing defense, and security awareness.
- Understanding of public agency obligations: Florida public records and retention, ADA/WCAG for accessible content, and privacy/security requirements relevant to child/family data (e.g., HIPAA/FERPA contexts as applicable).
- Demonstrated skill in Agile/iterative project management and cross-functional collaboration.