

This is a full-time position, Monday-Friday, 8:00am-4:30pm. Pay starting around \$90k-\$120k, depending on experience.

Position Summary:

The Information Technology (“IT”) Director serves as the senior leader responsible for the vision, strategy, and execution of all enterprise technology functions at BISM. As a member of the Strategic Leadership Team, this role partners with executive and operational leaders to align technology investments and capabilities with the organization’s mission, growth strategy, and operational excellence goals.

The IT Director provides both strategic direction and operational oversight for all IT systems, infrastructure, cybersecurity, and service delivery. This role leads a team of IT professionals and ensures that BISM’s technology ecosystem is secure, scalable, accessible, and future-ready, supporting a diverse workforce across manufacturing and administrative environments.

This position oversees a Microsoft-based technology environment, including enterprise infrastructure, cloud platforms, telecommunications, and business applications, while driving innovation, digital transformation, and continuous improvement across the organization.

Key Responsibilities:

1. Provide senior-level leadership and strategic direction for the IT function, aligning technology initiatives with BISM’s Strategic Plan and organizational priorities.
2. Serve as a member of the Strategic Leadership Team, contributing to enterprise-wide decision-making, long-range planning, and cross-functional strategy development.
3. Lead, develop, and scale the IT Team, fostering a high-performance culture through coaching, accountability, succession planning, and professional development.
4. Own the enterprise IT roadmap, including planning, design, implementation, and continuous improvement of infrastructure, systems, and digital capabilities.
5. Drive enterprise technology transformation initiatives, including modernization of network, cloud, telecommunications, and business systems to support scalability and efficiency.
6. Oversee and maintain a robust cybersecurity program, including risk management, threat prevention, vulnerability management, and incident response.
7. Oversee all IT operations and service delivery, including Help Desk, ensuring high-quality, responsive, and accessible support for all associates.
8. Act as a strategic business partner to departmental leaders, proactively identifying opportunities to leverage technology to improve productivity, communication, accessibility, and operational outcomes.
9. Ensure compliance with all applicable regulatory requirements, data protection standards, and internal policies, including service level agreements.

10. Own vendor and partner strategy, including selection, contract negotiation, performance management, and optimization of IT-related investments.
11. Develop and manage the IT budget, ensuring responsible stewardship of resources while advancing innovation and infrastructure priorities.
12. Establish and track key performance indicators (KPIs) and metrics to measure IT effectiveness, service quality, and business impact.
13. Champion accessibility and inclusive technology solutions, ensuring systems effectively support BISM's mission workforce, including employees who are blind or low vision.
14. Represent IT at the Strategic Leadership Team level communicating strategy, risks, and performance to senior leadership and the Board as appropriate.

Knowledge and Skill Requirements:

- Proven Senior-level leadership experience in IT, including team development, organizational influence, and cross-functional collaboration.
- Strong strategic thinking and business acumen, with the ability to translate organizational goals into technology solutions.
- Demonstrated ability to lead complex IT environments and manage multiple priorities in a dynamic, mission-driven organization.
- Exceptional communication and stakeholder engagement skills, with experience interfacing with senior leadership and non-technical audiences.
- Minimum of 7–10 years of progressive IT experience, including leadership roles with increasing scope and responsibility.
- Deep knowledge of Microsoft 365 ecosystem (Teams, SharePoint, Power Platform, Dynamics) and enterprise infrastructure.
- Experience with enterprise systems and platforms, including ERP (e.g., Microsoft Business Central), CRM, and cloud-based applications.

Additional Preferred Skills and Experience:

- Experience with Point of Sale (POS) systems, particularly in retail environments.
- Experience with ERP, CRM, and eCommerce platforms, including integration and optimization.
- Familiarity with accessible technology solutions and inclusive design principles.
- Experience with artificial intelligence (AI) tools and technologies, including a demonstrated ability to evaluate, implement, and optimize AI solutions, while ensuring appropriate training, governance, and data security protocols to protect sensitive organizational information.
- Working knowledge of web technologies (HTML, CSS) and digital platform management.

Blind Industries and Services of Maryland is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.