



Director, Information Technology & Business Applications

ABOUT US:

Cytrellis Biosystems, Inc. is a clinical stage medical technology company developing a new, proprietary class of aesthetic devices. Our devices are designed to remove sagging skin associated with aging without surgery or scarring, enabling aesthetic practitioners an unprecedented ability to improve age related changes in skin and restore youthful beauty. Cytrellis is dedicated to working with leading dermatologists, plastic surgeons and partners to develop unique product solutions which emphasize safety, clinical results and improved quality of life. We are a Massachusetts-based venture capital backed company.

SUMMARY:

The Director, Information Technology & Business Applications is responsible for the oversight of all IT technical operations and business systems at Cytrellis. The position requires a combination of managerial responsibilities and in-depth, hands-on technical expertise. The position is responsible for interpreting corporate and user goals and providing leadership in selecting and implementing the systems needed to support rapid growth. The position will also be responsible for managing Cytrellis' IT Managed Service Provider (MSP).

Essential Responsibilities

- Partner with key stakeholders (i.e., senior executives, department heads, business system owners) to establish a multi-year technology roadmap that addresses network and operational capability gaps, enables rapid growth, and fully aligns with business goals. Prioritize projects from an impact, effort, risk, and cost perspective
- Act as the primary point of contact with key stakeholders (i.e., senior executives, department heads, business system owners) regarding technology and technology related decisions
- Facilitate and support improved business processes and strategies while leading the selection, development, implementation, adoption and maintenance of business applications; facilitating requirements gathering and communicating project progress and status; including implementation and support of an ERP, CRM and Quality system.
- Act as system administrator for various business systems including ensuring integration where required and remote access capabilities for the Company's business systems and products
- Ensure the compatibility of all software and hardware products at Cytrellis
- Validate business systems/solutions supporting routine business, including but not limited to Sales, Operations, Quality and Administrative functions

Director, Information Technology & Business Applications Job Description

- Monitor daily operations of business applications and infrastructure. Provide ongoing troubleshooting, support and maintenance to minimize operational disruptions.
- Manage first line IT support for all users
- Develop relevant procedures and ensure all systems and data are protected with required controls including backups, patching, anti-virus software, access protocols, audit logs, etc
- Develop and maintain an effective Information Security program. Create and maintain policies including IT Acceptable Use, Information Security, and Disaster Recovery
- Manage contracts with technology and telecom providers. Serve as the primary point of contact for the management of technology vendors, managed services and consultants
- Coordinate IT onboarding efforts for new Cytrellis employees
- Maintain IT assets list for all Cytrellis equipment and manage all licensing of software.
- Plan budgets and manage all operations within budget

Experience & Training:

- BS degree in Information Technology, Engineering or related technical or business field
- 10+ years experience in Information Technology role
- 3+ years serving in a management/leadership within an IT function
- Experience implementing validated systems in an FDA regulated environment
- Working knowledge of network infrastructure, including standard administrative tools such as security protocols, file structure, backup procedures, remote access configurations
- Exceptional troubleshooting and analytical skills; conceptual and analytical thinker; able to understand, analyze, and synthesize complex business and technology issues and strategies
- Ability to be a hands-on contributor as well as a strategic thinker
- Excellent oral and written communication and presentation skills, enabling the business functions and senior management to clearly understand how technology solutions will deliver expected benefits. Ability to present and effectively communicate to audiences of various backgrounds and knowledge levels
- Customer oriented with ability to build strong working relationships across all levels throughout an organization
- Strong interpersonal, analytical, organizational and leadership skills, training, and the ability to stay abreast of the current technology, company products and generally accepted medical practices related to products and procedural area
- Solid understanding of Cloud technology and security architecture
- Advanced knowledge of Microsoft Office 365 tools and applications
- Experience with data management and the administration of various platforms, tools, applications and technologies
- Experience with selection, integration and implementation of ERP & CRM systems, including mobile applications