Sr. Director for Infrastructure & Operations

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Sr. Director for Infrastructure & Operations

Description

The Senior Director for Infrastructure and Operations provides strategic leadership for Webster's global enterprise IT environment, ensuring resilient, high-performing systems and services that support academic, research, and administrative priorities. This role oversees infrastructure and end-user support operations, guides the development of scalable architectures and standards, and drives innovation through emerging technologies. The Senior Director partners across the institution and with the international Chief Technology Officer to align technology with business goals, ensures compliance and security, and fosters a culture of operational excellence, continuous improvement, and talent development.

Essential Duties and Responsibilities*

Technical Execution & Operational Excellence. Provide strategic leadership for the execution and continuous improvement of enterprise infrastructure and IT operations, encompassing data center services, network and server management, storage, end-user support, and service desk functions. Ensure systems and services are resilient, highly available, and optimized for performance. Oversee the implementation of new technologies and upgrades, and ensure operational processes are efficient, scalable, and aligned with service level expectations.

Architecture Design & Standards. Develop and maintain target architectures that support the university's future state across data, applications, and technology platforms. Define and enforce architecture standards, policies, and best practices to ensure consistency, interoperability, and long-term sustainability of IT systems.

Enterprise Infrastructure Strategy & Vision. Collaborate closely with the VP of Data Analytics & Information Technology Management to define and evolve a forward-looking infrastructure strategy that supports Webster's academic, research, and administrative goals. This includes anticipating future needs, aligning with institutional priorities, and ensuring the infrastructure roadmap supports scalability, agility, and innovation.

Technology Evaluation & Innovation. Stay abreast of emerging technologies and industry trends. Evaluate their potential impact on the university's operations and competitiveness. Recommend and pilot innovative solutions that enhance efficiency, reduce risk, and support strategic transformation.

Security And Compliance Oversight. Partner with the security and compliance teams to operationalize security policies and ensure compliance with regulatory and institutional requirements. Maintain oversight of infrastructure-related controls, risk management practices, and incident response protocols to safeguard university assets.

Performance Monitoring and Insights. Monitor and analyze the performance of infrastructure, service delivery, and support operations, including staff effectiveness and system reliability. Provide actionable insights based on trends and metrics, and recommend improvements to enhance user experience, operational efficiency, and alignment with institutional goals.

Process & Service Management. Ensure robust, repeatable processes and skilled personnel are in place across infrastructure and support teams to meet the service expectations of the Webster community. Drive continuous improvement in service delivery through process optimization, automation, and a commitment to operational excellence.

Leadership & Talent Development. Responsible for the supervision of staff which includes but is not limited to hiring, terming, disciplinary actions, performance management, staff development, etc. Foster a culture of engagement, accountability, and professional growth within the infrastructure and operations team. Build a high-performing team that is aligned with the university's mission and values.

Budget & Vendor Management. Oversee the infrastructure and operations budget, ensuring fiscal responsibility and alignment with strategic priorities. Review and approve contracts for IT services and technologies, manage vendor relationships, and ensure delivery of value from external partners.

Leads IT purchasing and procurement decisions for technologies and technology services, as well as managing technology vendors, and will also be involved in supporting and guiding the analysis of requirements, planning and design.

Functional/Technical Skills*

Proven ability to lead large-scale enterprise infrastructure and IT operations, including data centers, networks, servers, storage, and end-user support.

Demonstrated success in delivering resilient, high-performing systems and services aligned with business objectives.

Deep knowledge of enterprise architecture frameworks and principles. Ability to design scalable, interoperable architectures and enforce standards and policies that ensure long-term sustainability and alignment with institutional goals.

Expertise in ITIL or similar service management frameworks. Skilled in developing and refining operational processes to improve service delivery, automate workflows, and meet service level agreements across infrastructure and support teams.

Strong understanding of cybersecurity principles, regulatory compliance, and risk management practices. Ability to operationalize security policies and maintain oversight of infrastructure-related controls and incident response.

Experience with evaluating and piloting emerging technologies (e.g., automation tools, AI-driven infrastructure) to enhance efficiency and competitiveness.

Secondary Duties and Responsibilities*

Work closely with Webster's International Chief Technology Officer who is responsible for leading the IT infrastructure, daily operations, and all full- and part-time IT employees assigned at the university's international campus locations.

Location:
Webster Groves Campus-WEBG

Minimum Qualifications
Bachelor's degree in Information Technology, Computer Science, Business Administration or related field required.

Requisite Experience*

A minimum of 10 years in a role with relevant experience.

Supervisory and leadership experience.

Demonstrated ability to mentor and develop high-performing teams. Skilled in fostering a culture of accountability, engagement, and continuous improvement across technical and support staff.

Effective stakeholder engagement and relationship building skills promoting a team environment.

Proven communication and interpersonal skills with the ability to translate technical concepts to non-technical stakeholders.

Strong understanding of HIPAA, FERPA, GDPR and NIST cybersecurity principles and regulatory compliance.

Preferred Qualifications
Master's degree in Information Technology, Computer Science, Business Administration or related field preferred.

Department
Global Tech & Infra-Struc Svcs-TELE

Special Instructions For Applicant

Physical Demands

Within the normal range of an office environment. Standard Schedule: M-F 8:30a-4:30p with some occasional weekend and evening coverage.

To apply, visit https://recruiting.adp.com/srccar/public/RTI.home?r=5001177615706&c=1180715&d=ExternalCareerSite&rb=jobelephant

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