Position Title:	Director of Technology
Location:	Ho Chi Minh, Vietnam

ABOUT TTEK

Founded in 2016, **TTEK Inc**. is the leading global technology solutions firm that provides government clients with a trusted and transparent approach for customs and border modernization.

We are a fusion of leading-edge technical knowledge with operational and academic subject matter expertise. Our innovative service offering allows nations to modernize their customs and border processing systems and methodologies.

TTEK's product design roadmap incorporates the development of advanced analytical capabilities using machine learning and artificial intelligence.

We provide risk-based solutions for a broad spectrum of defence, intelligence, law, and regulatory enforcement agencies. Our solutions have helped customs analysts and decision-makers address risks to safety, security, health, and revenue.

YOUR ROLE AT TTEK

The **Director of Technology** is responsible for TTEK's entire technology department. This ranges from ensuring that the individual team members achieve their goals to selecting and deploying overarching technologies whilst keeping to the company's vision and exceeding customer expectations.

You will evaluate ways to continually improve the skill set of the technical team through the use of new tools or techniques, or additional training on fundamental skills. You are also responsible for directing the effective delivery of networks, development, and disaster recovery systems and processes.

All of our products are in a great position to be deployed worldwide to a diverse set of users. TTEK is a great opportunity for those interested in an international challenge!

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ROLE & RESPONSIBILITIES

- Overseeing all technology operations and evaluating them according to established goals.
- Analyze and create project scope and milestones for simultaneous company initiatives.
- Manage and coordinate all activities & work for the development teams working across multiple projects, and their deployment at the customer sites across the globe.
- Create and maintain good and open relationships with everyone involved in the projects. This includes the technical teams, the senior leadership team, stakeholders and subject matter expert consultants.
- Benchmark and make recommendations for the improvement of the IT infrastructure of IT systems.
- Review the performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Coordinate IT activities to ensure data availability and network services with minimal disruption.
- Identify and eliminate security vulnerabilities with strategic solutions that increase data security.
- Act as the ScrumMaster for the "scrum of scrums" amongst internal scrum teams. Manage the overall product backlog and split into individual backlogs for each scrum team
- Oversee the QA team and ensure all defects are dispatched and categorized appropriately.
- Construct high-performance development teams by ensure the right mix of competencies.
- Develop the technical team with your experience in developing people in the organization.
- Identify and work with the teams to resolve pending technical, business and HR issues.
- Identify and recruit new talent in alignment with corporate values and vision.
- Manage performance and evaluations to ensure that the team are engaged and motivated to succeed.
- Prepare financial budgets and presenting proposals for capital projects to senior executives.
- Oversee departmental finances, including budgeting and forecasting.
- Implement executive policies and report back to the c-suite.

QUALIFICATIONS

Required
- Bachelor's degree in IT/Engineering, Computer Science, Project Management, Business Management or related field
- Minimum 5 years of experience managing the IT department of a software company or managing a public sector government IT division.
- Strong knowledge of customs operations, border processing, and international trade
- Ability to communicate effectively in English (verbal and written)

Desired
- Master's degree in any of the above fields

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DESIRED COMPETENCIES & SKILLS

Behavioral

Competency	Skills
Communication & Influence	• Persuasive Communication • Interpersonal Awareness • Influencing Others • Oral Communication • Written Communication • Building Collaborative Relationships
Problem-Solving & Prevention	• Diagnostic Information Gathering • Analytical Thinking • Forward Thinking • Technical Expertise
Results Focused	• Initiative • Fostering Innovation • Results Orientated • Thoroughness • Decisiveness
Customer Focused	• Understanding Customer's Needs • Professional Service
Leading Others	• Provide Motivational Support • Fostering Teamwork • Empowering Others • Manage Change • Manage Performance • Develop Others
Self-Management	• Self-Confidence • Stress Management • Personal Credibility • Flexibility • Planning & Organisation

Technical

- Experience organizing training initiatives for departments within the company
- Extensive knowledge of management theory and practical applications in the workplace
- Strong understanding of business goals and standards for customer service
- Proficient in Project Management concepts and methodologies (e.g. Agile, Kanban)
- Experience in using project management tools (e.g. Jira)
- The ability to conduct cost/benefit analysis
- Business case development
- Modeling techniques and methods
- Ability to communicate in a clear, supportive and professional manner with both internal and external parties and ability to maintain confidentiality where required
- Open and collaborative style; must be comfortable working in an environment where ideas are shared and challenged
- Prioritization of work schedules amidst competing deadlines and completion of accurate reporting
- Ability to self-motivate and be accountable
- Flexible and able to adapt within a fast-paced, rapidly changing environment.
- Demonstrated ability to develop repeatable processes or improve existing processes.
- Proven business and commercial acumen

WORKING CONDITIONS

- All tasks are driven by a need to provide exceptional service to customers.
- The role is subject to constantly changing demands that can be unpredictable.
- Travel is required (domestic and international) and candidates must be capable of travelling to countries with visa or other requirements

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