IT Director

IT Director Director of Information Technology

San Antonio, TX

Versatile IT professional with diversified experience in IT leadership and Project Management, vendor management, technology infrastructure management, technology operations management, security and network administration. Portfolio of achievements includes turning around troubled projects, managing cross-functional international teams to successfully achieve goals, and influencing outcomes to align strategy. Effective communication style that informs, motivates and builds consensus.

Authorized to work in the US for any employer

Work Experience

IT Director

City of Cottonwood - Cottonwood, AZ

August 2016 to Present

Lead IT Dept. supporting all City functions, including Public Safety

Develop, align and implement strategic plan   Manage all aspects of IT financial planning   Manage vendor relationships and contract negotiations   Determine technology solutions and work with City senior executives and IT teams to implement   Oversee change management, cloud efforts, and process improvement initiatives   Supervisor/ Manager of the Year - 2018   Team of the Year - 2018

IT Infrastructure Project Manager

S&P Global Market Intelligence - Charlottesville, VA

June 2016 to August 2016

Develop and manage multiple IT projects   Influence and manage multiple cross-functional teams   Help build and develop project management office

IT Manager

National Instruments (Measurement Computing) - Norton, MA

2005 to 2015

Develop and successfully manage multiple IT and organization-wide projects to successful conclusion   Manage and influence international cross-functional teams to achieve successful resolutions and improve IT services for organization   Develop and champion IT Dept. operational and capital budgets   Manage IT vendor relationships and contracts to ensure SLAs are met   Create and manage Business Continuity Plan to use as template for R & D branch offices   Effectively communicate with business executives and make technology recommendations   Manage all aspects of IT Service Management

Network Administrator

Measurement Computing - Middleboro, MA

1997 to 2005

Design, implement and troubleshoot LAN expansion   Develop and manage IT projects   Train and mentor Helpdesk personnel - Formulate training plan and train users to standard

Assistant Technology Coordinator

Petal School District - Petal, MS

1996 to 1997

Assistant Technology Coordinator   Initiated and chaired Software Review Committee that evaluated and recommended educational software for

district-wide purchase   Created and evaluated RFPs for district-wide technology project bids

Managed SLAs and vendor relations Technician Lance Computers (Netbase) - Hattiesburg, MS 1993 to 1996   Managed SLAs and vendor relations   Trained customers on various aspects of PCs and networks   Configured, maintained and repaired PCs, networks and related peripherals Computer Systems Operator U.S. Air Force, various locations 1987 to 1993   Shift Supervisor - Supervised, trained and evaluated computer systems operators   Planned and directed PC and mainframe computer operations work   Conducted performance appraisals and wrote reviews for personnel   Maintained 99.99% IT systems uptime Education Master's in Information Systems Bryant University - Smithfield, RI January 2006 to December 2008 Bachelor's in History University of Southern Mississippi - Hattiesburg, MS August 1993 to May 1997 Skills Strategic Planning, Customer Service, Project Management (10+ years), budget Links http://www.linkedin.com/in/johnccarter Military Service Branch: U.S. Air Force Service Country: United States Rank: E-4 August 1987 to June 1993 Communication-Computer Systems Operator Honorable Discharge Awards Supervisor/ Manager of the Year 2019-03 Supervisor/ Manager of the Year - City of Cottonwood Team of the Year 2019-03 Team of the Year (Information Technology) - City of Cottonwood Certifications/Licenses Project Management Professional (PMP) April 2019 to April 2022

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