

## **Director of Systems Engineering & Networks**

**Job Title:** Director of Systems Engineering & Networks

**Department:** Information Technology – Operations & Infrastructure

**Reports To:** Vice President of Operations & Systems

**Supervises:** Network Engineers, Systems Analysts, and Database Administrators

**Work Arrangement:** Full-Time | Minsk-Belarus HQ | Global Collaboration

### **Position Summary:**

The Director of Systems Engineering and Networks provides technical and operational leadership over TreasureChest's global IT infrastructure. This position is responsible for designing, maintaining, and optimizing the company's enterprise systems, networks, and data center environments that support its worldwide SaaS treasury management operations.

As the designated Operational Control Center (OCC) Lead, the Director ensures uninterrupted availability, performance, and reliability of all core systems. This role combines technical depth with leadership capability, ensuring that infrastructure operations align with corporate objectives, governance standards, and TreasureChest's commitment to achieving 99.999% system uptime.

### **Objective Summary:**

The primary objective of this position is to deliver a resilient, secure, and scalable technology foundation that supports TreasureChest's business growth and digital transformation strategy. The Director is responsible for leading the internal transition of monitoring services from external vendors to a fully operational, in-house OCC, strengthening real-time visibility, incident response, and system resilience.

This role ensures that the company's infrastructure meets both current and future performance demands through disciplined governance, data-driven decision-making, and collaboration across global IT and business functions.

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### **Key Duties and Responsibilities:**

#### **Operational Leadership**

- Lead daily operations of the Operational Control Center (OCC), ensuring 24/7 global system and network monitoring.
- Direct multidisciplinary teams to proactively identify and resolve infrastructure performance issues.
- Establish incident management protocols and escalation procedures to maintain service continuity.

#### **Infrastructure Management**

- Oversee the configuration, optimization, and maintenance of global data centers located in Philadelphia, Phoenix, Paris, and Singapore.
- Implement technology modernization initiatives, including transitions to high-speed NVMe storage, virtualized environments, and cloud-ready infrastructure.
- Ensure network capacity planning aligns with projected business growth and user demand.

#### **Strategic Planning & Modernization**

- Collaborate with the CIO and VP of Operations to execute TreasureChest's digital transformation roadmap.
- Introduce automation, orchestration, and predictive monitoring tools to improve operational efficiency.
- Support the migration from a monolithic architecture to modular, microservice-based systems.

#### **Governance and Compliance**

- Enforce the ITIL framework to strengthen service management, governance, and accountability.
- Maintain compliance with GDPR, ISO 27001, and SOC 2 standards, in partnership with the Data and Security team.
- Ensure all infrastructure processes adhere to internal audit and corporate risk guidelines.

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### **Performance Analysis and Reporting**

- Develop dashboards and reports that measure system availability, latency, and incident trends.
- Provide monthly performance summaries and improvement recommendations to executive leadership.
- Translate technical findings into actionable insights for non-technical stakeholders.

### **Leadership & Team Development**

- Build and inspire a diverse, high-performing global team.
- Mentor emerging leaders, fostering career growth, collaboration, and innovation.
- Model authenticity, agility, and results-oriented leadership that empowers teams to perform at their best.

### **Qualifications:**

#### **Education**

- Master's degree in Information Systems/Information Technology, or related discipline required.
- Bachelor's degree in Product Management, Engineering, or equivalent field preferred.

#### **Experience**

- 10 + years of progressive experience in product or program leadership, including at least 5 years in an executive or VP-level role within the SaaS industry.
- Demonstrated ability to lead global, cross-functional teams and deliver complex digital products at scale.
- Proven success in balancing strategic vision with operational discipline.

#### **Certifications (Preferred)**

- Certified Scrum Master (CSM), Agile Certified Practitioner (PMI-ACP), or Project Management Professional (PMP).