



## REGIONAL IS MANAGER – AMERICAS

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<b>DEPARTMENT:</b>	Information Systems	<b>REPORTS TO:</b>	Global Director of IT
<b>DIVISION:</b>	USA/South America	<b>FLSA STATUS:</b>	Exempt
<b>JOB CODE:</b>	1072	<b>EFFECTIVE DATE:</b>	9/13/2023

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### JOB SUMMARY

Manage Systems/IS activities in assigned region to targets and levels determined by management. Implements policies for IS department for the organization in the region. Manage IS operations and plans for all upgrades and researches and recommends equipment. Oversee Visual and support functions in the region. Serve as primary liaison/project manager for manufacturing for IT related projects and new machine network connectivity. Supervise assigned team members to meet complex business needs and drive continuous improvement.

### QUALIFICATIONS

#### Education/Experience

Bachelor's degree in Computer Science/Information Systems or related field, plus a minimum of 10 years' progressive experience in roles within Information Systems, preferably in a RISM role; or equivalent combination of education, training and experience. Significant experience with Windows operating system and supporting computer systems and users. Supervisory and project management experience required.

Experience with ERP, business processes a plus.

#### Knowledge/Skills/Abilities

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization and across the globe. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Strategic Change Agent. Courage to make and encourage others to make difficult decisions. Ability to foster commitment to the shared mission and vision of Pyrotek and actively lead in development/execution of strategic goals and objectives related to assigned responsibility.

Leadership Skills. Build a culture of tolerance, acceptance and civility by setting an example to team member. Ability to coach and motivate team member in planning, strategic product management, decision-making, teamwork, and process improvement. Ability to effectively manage team projects to completion according to schedule. Ability to provide regular performance feedback and to write annual performance reviews. Ability to foster attitudes, conditions and environments that guide teams toward excellence and a respectful, positive, transparent and collaborative environment. Ability to develop team member skills and encourage growth, and to foster quality focus including improving product development processes and procedures.



**Computer/Applications Skills.** Proficient MS Office computer skills, including Word, Excel and PowerPoint and SharePoint. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products. Ability to use Microsoft SQL Server Management Studio, SQL Server Reporting Service, TSQL and Visual Studio.

**System Analysis/Analytical Skills.** Extensive working knowledge of PC and Servers. Ability to use information/data and various metrics to develop an informed and factual business case. Strong financial analytical capabilities for developing profitable product strategies. Ability to define problems, collect objective data, establish facts, and draw valid conclusions.

**Project Management Skills.** Demonstrated knowledge of principals of project management, including creation of vision and mission, establishing goals or objectives, establishing project teams, applying comprehensive root cause analysis, implementing intervention, ensuring organizational alignment, and measuring progress and success. Excellent planning and relationship building skills. Ability to liaise with middle and upper Pyrotek management for scope negotiation in a manner that upholds Pyrotek's values and reflects positively on IS.

**Core Business Skills.** Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Displays willingness to make decisions and work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Ability to work collaboratively within a matrix environment. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Highly organized and self-disciplined.

**Professional Investment.** Demonstrated commitment to personal professional development and life-long learning. Proactively involved with professional and community organizations that promote professional growth and/or enhance Pyrotek's ability to meet and/or exceed goals and objectives. Demonstrated passion for developing others.

**Travel.** Ability to travel by land and air, both domestically and internationally up to 20%. Valid US Passport and Driver's license or ability to obtain.

## **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Serve as Regional Information Services Manager for assigned region, to include:
  - a. Resolving end user questions and complaints in an effective and timely manner.
  - b. Approving new applications and hardware at the regional level.
  - c. Overseeing ERP in the region and ensuring smooth operation of ERP in the region.
  - d. Coordinating financial aspects of the IS Department, including purchasing, budgeting, and budget review.
  - e. Developing business case justifications and cost/benefit analyses for IS spending and initiatives and advises on priority between business need and IS constraints.
  - f. Implementing all IS policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
  - g. Negotiating and administering vendor, outsourcer, and consultant contracts and service agreements.
  - h. Directing research on potential technology solutions in support of procurement efforts.
  - i. Developing requests for proposal.
  - j. Approving and overseeing projects and project portfolio.
  - k. Establishing and maintaining regular written and in-person communications with the managers, department heads, and end users regarding pertinent IS activities in the region.
  - l. Monitoring IS projects ensuring they are updated regularly and on target for completion.
  - m. Administering global applications as requested by Global IS.



- n. Reviewing initial potential security issues/breaches in the region before passing onto Global IS/Security team.
  - o. Serving as a member of assigned region's Data Protection Team.
  - p. Ensuring team members are adhering to Pyrotek's IS policies and procedures.
  - q. Reviewing support tickets that cannot be solved before passing to Global IS.
  - r. Meeting with Global IS regularly to review projects, region performance and resources.
  - s. Leading regional meetings to deploy global IS strategy and changes out to their region.
  - t. Overseeing region's System Manager and System Team and ERP Manager/Team to ensure smooth operations.
  - u. Actively participating in IS Strategy Group to direct Global IS.
2. Serve as IS Manufacturing Manager for assigned region, to include:
- a. Overseeing all IS involvement with manufacturing teams.
  - b. Serving as primary liaison with Manufacturing Group.
  - c. Effectively leading projects on all new machine network connectivity, including
    - i. working across multiple platforms and technologies;
    - ii. staying current on IS trends and changes to advise manufacturing teams on possible new applications/functions to use; and
    - iii. serving as a liaison with middle and upper Pyrotek management for requirements gathering in a manner that upholds Pyrotek's values and reflects positively on IS.
  - d. Updating Overseeing Committee on principles/policies, new items and progressing signoff from Security/Network and other relevant teams. Ensuring all items are fully documented including relationships with IT systems.
  - e. Working with manufacturing teams to determine business requirements for Scada development projects and ensuring appropriate project documentation is used.
  - f. Vetting vendor connectivity to devices and approving connections.
  - g. Overseeing firmware compliance, including
    - i. reviewing and reporting on devices out of firmware compliance;
    - ii. assisting manufacturing on updating firmware; and
    - iii. Reviewing and providing recommendations for automation solutions to aid in firmware updating and monitoring.
  - h. Reviewing strategic and manufacturing roadmaps to keep aware of initiatives.
  - i. Developing best practices and tolls to aid in digital transformations.
  - j. Working with manufacturing to develop a change management process that can tie to CapEx, Device Request and software requests.
  - k. Monitoring alerts on OT system, ensuring best performance.
  - l. Providing IS training to manufacturing teams, as required.
  - m. Working with RISMs on regional developments to ensure awareness of status on all current projects.
3. Supervise, coach support, train and develop personnel in assigned area; resolve personnel issues, redirecting complex issues to management and HR in a timely manner; directly manage team members, including assigning and reviewing work, evaluating performance/compensation, developing plans for professional growth, resolving grievances, administering disciplinary action, interviewing employment candidates, and effectively recommending hires and terminations in a timely manner.
4. Ensure effective communication of goals, objectives and expectations throughout assigned department/team member. Maintain the cooperation and support of team members company-wide through effective interdepartmental communication. Serve as a role model in areas such as professionalism, service orientation, agent of change, education, and commitment to organizational goals and objectives.



5. Foster attitudes, conditions and environments that guide your team toward excellence while acting with integrity and ethics aligned with Pyrotek core values. Create a work environment that helps foster tolerance, acceptance and civility and the ability and desire of team members to act in empowered ways. Actively reward and recognize team members to reinforce accomplishments and positive outcomes.
6. Determine the effectiveness of policies, procedures and projects/plans. Take appropriate corrective measures when necessary. Identify new applications, innovations, quality and/or safety improvements and report findings/results to management. Ensure all activities and operations are performed in compliance with federal/national, state/regional and local regulations.
7. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
8. Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.
9. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
10. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
11. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
12. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
13. As a member of the management team, promote and ensure compliance with Equal Employment Opportunity and Affirmative Action.
14. Perform other tasks as assigned by the manager.

## **PHYSICAL/SENSORY REQUIREMENTS**

*The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.*

While performing the duties of this job, the team member is regularly required to talk, hear, and see. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.



## WORKING ENVIRONMENT

While performing the essential responsibilities of this position, team member generally will work in an office environment. Travel may be required both domestic and international.

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Team Member's Signature

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Date

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Manager's Signature

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Date