



GLOBAL MANAGER – IT INFRASTRUCTURE

DIVISION:	Corporate	JOB CODE:	2069
LOCATION:	Corporate	JOB FUNCTION:	IT & Systems
DEPARTMENT:	Information Systems	FLSA STATUS:	Exempt
REPORTS TO:	Global Director of Information Systems	EFFECTIVE DATE:	05/12/2026

JOB SUMMARY

Provide strategic leadership and operational oversight for Pyrotek’s global technology infrastructure by designing, modernizing, and managing a secure, scalable, and high-performing hybrid IT environment that supports business operations and manufacturing facilities worldwide. Partner closely with executive leadership and cross-functional teams to enable business growth, digital innovation, and resilient operations.

QUALIFICATIONS

Education/Experience

Bachelor’s degree in Computer Science, Information Systems, Information Technology or related field, plus a minimum of ten (10) years of progressive IS/IT experience including five (5) years in multi-team management in a global, multi-site environment, or equivalent combination of education and experience.

Advanced degree(s) and/or certifications (ITIL, CISSP, CCNP) and manufacturing industry experience, preferred.

Knowledge/Skills/Abilities

Computer/Applications Skills. Proficient MS Office computer skills, including Word, Excel and PowerPoint and Sharepoint. Deep expertise in hybrid and multi-cloud environments (Azure, AWS, GCP), with strong leadership across global infrastructure domains including networking, compute, storage, and data center operations, prioritized around scalability, cost optimization, and reliability. Proven ability to drive automation and Infrastructure as Code (e.g., Terraform, Ansible) while ensuring secure, compliant architectures aligned to frameworks such as NIST and ISO 27001. Solid capabilities in modern networking (SD-WAN, zero trust), observability/ITSM platforms, and Microsoft 365 tools to enable high-performing, globally distributed operations and collaboration.

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 members. Ability to coach and motivate team members in planning, strategy, 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.



Analytical Skills. 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.

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, detail oriented and self-disciplined. Familiarity with financial and vendor management and ability to manage global infrastructure budgets, evaluate and manage vendors and partners, and negotiate contracts.

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 Requirements. Ability to travel by land and air up to 20% both domestic and international. U.S. Passport or ability to obtain.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Drive infrastructure transformation, enhance cybersecurity posture, and ensure operational excellence across a complex, multi-site global footprint, by managing and/or providing:
 - a. **Scope & Impact**, to include:
 - i. Supporting a global footprint across multiple regions and manufacturing locations.
 - ii. Leading a distributed team of infrastructure professional and external partners.
 - iii. Overseeing mission-critical systems supporting 24/7 operations.
 - iv. Managing global infrastructure operating and capital budgets.
 - v. Driving enterprise-wide infrastructure strategy, standards, and modernization initiatives.
 - b. **Strategic Leadership & Transformation**, to include:
 - i. Developing and executing a multi-year global IT infrastructure strategy aligned with business and manufacturing objectives.
 - ii. Leading modernization initiatives (e.g., cloud adoption, automation, and standardization).
 - iii. Acting as a strategic partner to executive leadership to enable scalability, resilience, and digital transformation.
 - iv. Championing continuous improvement and innovation across infrastructure services.
 - c. **Infrastructure Architecture & Operations**, to include:
 - i. Leading the design, deployment, and lifecycle management of global infrastructure.
 - ii. Ensuring high availability, performance, and scalability of all infrastructure services.
 - iii. Implementing proactive monitoring, observability, and capacity planning practices.
 - iv. Driving adoption of Infrastructure as Code (IaC) and automation.
 - v. Developing and maintaining disaster recovery and business continuity capabilities.
 - d. **Cybersecurity & Risk Management**, to include:
 - i. Strengthening infrastructure security and implementing best practices.
 - ii. Supporting Zero Trust principles and secure architecture design.
 - iii. Ensuring compliance with regulatory requirements and frameworks (NIST, ISO).
 - iv. Leading incident response and risk mitigation efforts.



- e. **Financial & Vendor Management**, to include:
 - i. Managing global infrastructure budgets and optimizing costs.
 - ii. Evaluating and managing vendors and partners.
 - iii. Negotiating contracts and ensuring SLA performance.
 - f. **Operations Excellence & Compliance**, to include:
 - i. Establishing global standards and governance.
 - ii. Ensuring regulatory and policy compliance.
 - iii. Promoting strong service delivery and operational discipline.
2. 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, resolving grievances, administering disciplinary action, interviewing employment candidates, and effectively recommending hires and terminations in a timely manner.
 3. Ensure effective communication of goals, objectives and expectations throughout assigned department/team members. 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.
 4. 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 / recognize team members to reinforce accomplishments and positive outcomes.
 5. 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.
 6. 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.
 7. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
 8. 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.
 9. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
 10. Actively support compliance with all relevant ISO (International Organization for Standardization) management system standards by maintaining electronic resources to comply with and support ISO document control systems and operational processes. Implement systems to control electronic waste.
 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.

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.

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, the team member will generally work in an office environment with exposure to a manufacturing environment that may present loud noise, moving mechanical parts, and fumes or airborne particles. Personal Protective Equipment (PPE) including approved footwear, respirators, and safety glasses/goggles may be required.

Team Member’s Signature

Date