



## RIDGE VINEYARDS JOB DESCRIPTION

**Position Title:** IT Director

**Reports to:** President

**Category:** Full Time, Exempt

### Job Summary

From our vineyards and wines to our people, Ridge has always strived for excellence. For six decades, Ridge Vineyards has been recognized by top critics and peers for its consistent high quality and the winery's dedication to continuous improvement. We value and respect our People. We encourage our people to grow and learn, and our managers provide a supportive coaching environment.

We are looking for an experienced IT Director to oversee the IT operations in our organization in a hands-on fashion. The IT Director's responsibilities include managing IT employees and outsourced IT services, liaising with other departments to ascertain their technological requirements, and developing and implementing solutions that meet these requirements and align with our organization's objectives.

To be successful as Ridge Vineyards' IT Director, you should have an excellent technical aptitude and superior project and people management and communication skills. In addition, an outstanding IT Director should ensure smooth, secure, and consistently updated technical operations within our organization. Finally, compliance with applicable regulations, including PCI and the California Consumer Privacy Act, is essential.

### Duties & Responsibilities

- Overseeing all IT operations, including staff, outsourced services, infrastructure, and applications including network, communications, business applications, desktop productivity applications, security, and process control systems.
- Developing, updating and implementing the Ridge IT Strategic Plan in consultation with Ridge senior management
- Developing, implementing, and evaluating IT projects in line with organizational objectives and the IT Strategic Plan
- Managing all stages of the development lifecycle for new projects
- Acting as primary liaison for the company's technology vision via regular written and in-person communications with the organization's executives, department heads, and end-users
- Helping to prioritize short and long-term objectives
- Ensuring the maintenance of current projects and technology systems
- Conducting research to remain up-to-date and knowledgeable regarding industry trends and emerging technologies in anticipation of new business processes and system alterations
- Staying up to date on security risks and ensuring corporate security
- Identifying vulnerabilities, the need for upgrades, and opportunities for improvement

**RIDGE VINEYARDS, INC.**

[www.ridgewine.com](http://www.ridgewine.com)

17100 Montebello Road, Cupertino, CA 95014

408.867.3233

650 Lytton Springs Road, Healdsburg, CA 95448

707.433.7721

- Proposing strategic solutions and recommending new systems and software
- Preparing and tracking operating and capital financial budgets and performance reports
- Developing business case justifications and cost/benefit analyses for technology initiatives
- Building and maintaining relationships with external advisors and vendors
- Ensuring continuous delivery of technical services through oversight of service level agreements with end users and monitoring of systems, programs, and equipment performance
- Seeing that all reported issues are resolved quickly and efficiently
- Reporting progress and challenges to senior leadership
- Creating, publishing, and maintaining IT processes following best practices, including security and privacy principles and regulations
- Ensuring equipment and software operation adheres to applicable laws and regulations
- Interfacing with Ridge's parent company IT organization

## **Position Requirements**

### **Formal Education & Certification**

- University degree in the field of computer science or business administration. Master's degree in one of these fields preferred
- Proof of continued education such as certifications (e.g., ITIL, CISSP) is desirable

### **Knowledge & Experience**

- 8+ years' experience managing and/or directing technological operations
- Experience in strategic technology planning, execution, and policy development
- Solid understanding of computer systems characteristics, features, and integration capabilities
- Extensive knowledge of enterprise software applications, and outsourced systems, Salesforce experience preferred
- Technical experience with networking, databases, applications, and user support
- Excellent understanding of project management principles
- Proven experience in planning, organization, and development
- Superior understanding of the organization's goals and objectives
- Knowledge of the wine industry is a plus
- Demonstrated ability to apply technology solutions to business problems
- In-depth knowledge of applicable laws and regulations as they relate to technology issues
- Experience implementing and documenting policies and procedures to address privacy, including conformance with the California Consumer Privacy Act
- Experience working in a subsidiary environment, liaising with counterparts in parent and sister organizations a plus
- Experience providing IT services to a manufacturing environment a plus

### **Personal Attributes**

- Proven leadership ability
- Ability to set and manage priorities judiciously
- Excellent written and oral communication skills
- Ability to articulate ideas to both technical and non-technical recipients

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- Excellent interpersonal skills
- Strong tactical skills
- Exceptionally self-motivated and directed
- Keen attention to detail
- Superior analytical, evaluative, troubleshooting, and problem-solving abilities
- Exceptional service orientation
- Ability to motivate in a team-oriented, collaborative environment

**Work Conditions**

- On-call availability and periodic overtime
- Frequent travel between multiple business locations in the San Francisco Bay Area

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