Icebox Cool Stuff, LLC – Director, Technology

The Icebox is seeking an experienced Director of Technology who can elevate our technological operations to the next level of efficiency, innovation, and quality. This pivotal role involves overseeing our ERP system (NetSuite), e-commerce platforms (Adobe Commerce & Shopify), and IT infrastructure in collaboration with our Managed Services Provider (MSP). The ideal candidate will bring a wealth of experience, industry best practices, and a collaborative attitude to enhance the technological backbone of our operations.

The Icebox is a full-service branded apparel and merchandise agency. Founded in 2001, we provide turnkey services to our clients including sourcing and production and only decorate on products we source. We work with our clients to take their brand message and connect it with today's culture, trends, and attitude through memorable swag and apparel. The Icebox is dedicated to giving back and helping the greater community as an active participant in many non-profit organizations across Atlanta.

Core Responsibilities:
- **Strategic Planning:** Formulate and execute an IT strategy that aligns with our business objectives, with a focus on enhancing ERP and e-commerce systems and solidifying our IT infrastructure.
- **ERP and E-commerce Leadership:** Directly manage our ERP (NetSuite) and e-commerce platforms (Adobe Commerce & Shopify), ensuring they are optimized to support business efficiency and growth.
- **Collaboration with MSP:** Act as the primary liaison with our Managed Services Provider, ensuring our IT infrastructure is strategically managed, aligns with our goals, and delivers optimal value.
- **Innovative Practices:** Introduce industry-leading practices into our IT operations, advocating for innovation and leveraging technology to optimize processes, bolster security, and augment overall operational effectiveness.
- **Leadership and Development:** Lead and nurture the IT team, promoting a culture of collaboration and ensuring technology solutions effectively support and drive business objectives.

Knowledge, Skills, and Prerequisites:
- Technical savvy with a comprehensive understanding of IT systems, software, and architecture. Proficient in integrating ERP and e-commerce platforms, adhering to IT security best practices, managing data, and utilizing cloud services.
- A team player with a strong work ethic – willing to roll up your sleeves regardless of how challenging the work or situation is.
- Professionally mature with great communication skills – highly thoughtful about listening, speaking, and building / managing relationships
- Proactive with intellectual curiosity – analytical skills and mind with the ability to rapidly solve complex problems.
- Certified Scrum Master (CSM) or Project Management Professional (PMP)/PRINCE II certification is a plus.

What we offer:
- A diverse, creative, and collaborative environment
- An emphasis on core values and employee development
- Health, dental, vision, FSA, HSA benefits, in addition to company sponsored disability and life insurance
- 401K program with matching structure
- Paid holidays and paid time off
- Sweet swag

Reports to: Vice President, Technology