

Technology Director

Company: American Meadows
Location: Shelburne, VT (Remote Possible)
Available: Immediately (March '22)
Commitment: Full-Time
Reports to: COO



WHO WE ARE

At American Meadows (AMC), our purpose is to Do Good Through Gardening. We provide the products, knowledge and experience gardeners need to succeed. We are proud of our company's journey to date and very excited about the opportunities ahead. Technology is central to everything we do and although we have built a strong base, the future is limitless. If that sounds intriguing, read on...

WHO YOU ARE and WHAT YOU'D DO

As a key member of our Leadership Team, this role requires a bit of a tech unicorn – someone who has the vision and skill to continue to make technology across the entire business fuel our growth. First and foremost, you're a proven leader with a track record building tech strategy, managing people, understanding the role tech plays as an enablement tool in an organization and working to budgets and timelines. This is a vital role in our organization and requires someone who needs to make the puzzle pieces all fit. You understand system architecture as well the various tools and connectors that keep it all talking. You have experience in ecommerce as well as how orders subsequently flow through an organization. Most importantly, you know that you don't have all the answers but with the resources available to you, enjoy turning to experts both inside and outside the organization to pull it all together.

Our tech stack is named ARBOR (AMC's Relational Base Operating Resource). You will own it, while working closely across the entire organization on both its ongoing stability and future prospects. We operate on Magento 2 ECE as well as Acumatica. Equally important are the multiple connections between systems as those are often our points of weakness and opportunity. Although experience with our specific systems is not necessary, measurable time with similar ecom and ERP tools are critical.

If this role looks to be a good fit for the next steps of your career, show off your skills by thoroughly reviewing the accountability matrix, reply with your resume and complete Step 1 (listed below) of the application process to our Staff Happiness Jedi. We look forward to hearing from you!

ACCOUNTABILITIES & SUCCESS MEASURES:

The following chart reflects how you would spend your time and the measures of success:

Accountability	Priority	Time	Success Factors	Strata*
Leadership & Management • Manage Quality Analyst role as a focused resource dedicated to reducing the SME responsibilities of other staff. • Serve as key member of senior leadership tasked with delivering on both the tactical and strategic goals of the organization. • Build and implement a path to internalizing key tech capabilities.	1	30%	• Develop and work towards company and departmental OKRs (Objectives & Key Results). • Contribute to a cohesive and productive relationship among all stakeholders. • Ensure the broader organization has a shared understanding of technology initiatives.	III

			- Continuously develop/refine systems & processes. - A cross-functional team that complements our 3rd party relationships to control critical aspects of our tech/business operations. - Complete all AMI-mandated management tasks, such as weekly check-ins, quarterly reviews, etc.	
ARBOR Operations - Oversee our passionate, knowledgeable and cross-functional SME (subject matter expert) group in the ongoing maintenance of our integrated systems. - Primary owner of operating relationships with tech partners and vendors. - Ownership of both service and development ticketing systems and processes both internally (MS Teams) and with our partner(s) (Jira). - Coordinate deployment and maintenance activities to minimize impact on business operations. - Assist in directing/prioritizing support efforts to the things causing the largest financial or operating impacts on the business. - Work with Director of Marketing as well as other internal and external partners to ensure web operations (including site speed, SEO, user experience, etc) exceed performance goals.	2	25%	- Timely triage and management of ongoing and new issues, including oversight of internal SME participation. - Deep understanding of business processes and the role tech plays in operations. - Accurate, professional and collaborative relationships with all outside vendors. - Maintain existing detailed and organized documentation of all internal processes and systems such to allow others to pick up and maintain systems as necessary. - Minimal downtime. - Online performance metrics that meet or exceed plan.	II
ARBOR Strategy - Be our tech eyes around the curve. Develop an understanding on where systems and capabilities could evolve and evaluate and evangelize those within the organization. - Engage with internal stakeholders to understand system needs & opportunities. - Create specs and prioritize enhancement/change requests. - Build and maintain a budget that balances system needs/opportunities with the strategic direction and financial goals of the organization. - Tech capacity planning.	3	35%	- The ownership of tech capabilities that enable and do not in any way restrict AMC's ability to both operate with a high level of efficiency and scale our growth to meet our opportunities. - Maintain 24-month+ ARBOR development timeline and budget that ties to company strategy. - Accurate and detailed spec documentation. - Budgets completed accurately and on time and updated per planning and reforecasting cycles. - Scalability of systems such that tech spend as a % of revenue decreases annually.	IV

Partner with relevant stakeholders to evaluate vendors for 3rd party integrations.			Adequate system capacity.	
Office Tech Operations - Ownership of all networked devices (via 3rd party partner) at the organization across all locations, including servers, I.P. phone system, data storage, operating software, wired and wireless network and more. - Plan and budget to minimize expenses and optimize efficiency in network spend. - Plan and budget hardware 'evergreen' replacements across the company's technical systems. - Ownership of all facets of third-party networking and software licensing partners. - Ensure that all aspects of the company's operations meet PCI requirements. - Security / phishing training.	4	10%	- Facilitation of a stable environment where people are able to focus on their jobs without tech interruptions or downtime. - Detailed and organized documentation of all internal processes and systems such to allow others to pick up and maintain systems as necessary. - Timely and accurate budgeting and allows for ongoing efficiency gains in our office tech overhead. - Continued data and system security against malicious attacks.	III

***Strata:** A measure of Time Span – How far into the future this Accountability requires the role to independently operate.

I: Up to 3 Months, II: 3-12 Months, III: 12-24 Months, IV: 2 – 5 Years, V: 5 Years and Beyond.

REQUIRED QUALIFICATIONS:

- 5+ years of measurable leadership in a key technology role, including ecommerce and integrated accounting and order management systems.
- Measurable leadership experience in creating high-achieving cross-functional teams within a dynamic organization.
- You do not need to be a developer, but you should at least have enough experience with PHP, javascript, HTML/CSS and databases (SQL, mySQL) to work with our partners, assess development pathways and identify risks. It is imperative that you can approach technology from a business perspective, while being technical enough to manage development and ongoing operations.
- Understanding of business operations, including accounting, warehouse management, inventory management, reporting, business intelligence, etc. You need to want to understand how our business works and partner with each element of the organization to integrate technology with our operations.

- Prior budget ownership and experience working with and negotiating with 3rd party partners. You need to be able to look at an LOE (level of effort) estimate and understand where to push and where we need to allocate our resources and then you need to manage to that scope.
- Although a Director role, you *must* be willing to both oversee *and* participate in the kind of gritty detailed work that makes a difference. This role requires both strategic planning and tactical execution.

ATTRIBUTES THAT WILL HELP YOU BE SUCCESSFUL IN THIS ROLE:

- Inquisitive, patient and articulate with the ability to work with various groups to understand challenges, demands and functionality of our systems.
- Prioritization, attention to detail and ability to set clear expectations to help manage multiple initiatives while partnering across the organization to execute complex projects.
- Able to clearly articulate needs and challenges of the business to third-party vendors and provide that feedback to the internal team.
- The ability to set and work towards goals and deadlines.
- Passionate in driving an AGILE environment while building efficient processes.
- Willingness to 'do what it takes' to contribute to the success of a small, growing business.
- We're gardeners – you should be willing to dig in the dirt too!

WHAT WE OFFER:

- The usual, but very important, things like health, vision, dental and pet insurance (which the company contributes to), as well as a matching retirement plan and company paid Life Insurance and Disability. Also, time away to rejuvenate is very important so we offer Paid Time Off and paid holidays. Lastly, we invest in our people and we will help you further your education (Master Gardener, Advanced Vegetable Gardening Certification, skills training, and so much more)!
- Team Incentive program – based on hitting quarterly and annual company project & financial goals.
- A fun-loving team who are looking to make the world a little better – one wildflower at a time .
- When we're in the office, a few well-behaved dogs who offer up free puppy kisses, their bellies to scratch, and a paw shake.
- Fully stocked kitchen of *mostly* healthy snacks, but sometimes a plate of nachos is just what you need!
- Discounts on all American Meadows and High Country Gardens products because we want you to dig in and have the opportunity to grow a beautiful garden!
- Full usage of company fitness room, free in-house yoga classes (currently remote), and the opportunity to join us for company events (when we're able to responsibly distance from one another).

STEP 1:

The position will offer a salary commensurate with experience and an excellent benefits package. Interested parties are to send their resume and answer to Step 1 (**mandatory**) to jobs@americanmeadows.com.

Based on what you see on AmericanMeadows.com as a visitor/potential customer, what can be improved? What gaps do you identify? (Don't worry, we have thick skin!) As you think about how what you see translates into behind-the-scenes technology (i.e. inventory, fulfillment, accounting, etc), what potential challenges would you be curious about?

This is not a writing assignment – We just want to get a sense for how you'd think about a tech experience that ranges from customer to operations. We welcome any manner of response to the above – set yourself apart!

American Meadows is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you

need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.