



Senior Director, Information Systems and Technology

About MaxCyte

MaxCyte is a leading provider of cell-engineering platform technologies to advance innovative cell-based research, development, and commercialization of next-generation cell therapies. The company's existing customer base ranges from large biopharmaceutical companies — including 20 of the top 25 pharmaceutical companies based on 2020 global revenue — to hundreds of biotechnology companies and academic translational research centers. MaxCyte has granted 14 strategic platform licenses to commercial cell therapy developers that allow for more than 75 clinical programs. Founded in 1998, MaxCyte is headquartered in Gaithersburg, Maryland, US.

Job Summary

As the Company's top information technology leader, the Senior Director leads the development, expansion, and support of information systems and information technology (IS/IT) operations, including cybersecurity, software applications selection, implementation, and support, IS vendor management, user support, telecommunications, networking, system compliance, configuration management, external interfaces, overall system administration, and hardware infrastructure.

With key stakeholders across the organization, the Senior Director will develop strategic plans and a roadmap to optimize and streamline the Company's business/information technology systems. He/she will establish, drive, and measure all critical processes, procedures, and methods so that systems and applications meet the Company's business needs.

Job Responsibilities

- Demonstrate a passion for the business that engages the IS/IT function to drive the success of the core business.
- Collaborate with the senior leadership team and key functional leaders to ensure alignment of business objectives with IS/IT strategic plan, priorities, and implementation timelines.

- Lead and drive all activities related to IS/IT strategic planning, portfolio management, project management, roadmap, budget, vendor management, change control, and validation and release management.
- Build, develop, and lead a high performing information systems function. Incorporate operational excellence standards into daily operations to continually improve performance.
- Establish and drive a strong collaborative and customer service mindset. Develop, maintain, measure, and report clearly understood business performance metrics to team members, functional partners, and executive management.
- Maintain high levels of security, availability, performance, and scalability of all key application systems, infrastructure operations, and hardware. This includes maintaining a network that can support both PC and Apple systems and support.
- Establish, maintain, and regularly test robust cybersecurity. Oversee and ensure an effective information security program, including policies, standards, employee training and guidelines. In collaboration with other operational leaders, develop and manage the information risk analysis assessment process.
- Establish, maintain, and regularly test robust disaster recovery / business continuity plans and processes.
- Lead and oversee a successful IS/IT project management function which develops and manages realistic project plans, with measurements and balances needs vs. wants, on-time and within budget.
- Perform budget analysis, planning and forecasting necessary to ensure proper staffing and project funding.
- Ensure all systems, processes, and procedures are compliant with Sarbanes Oxley and Good Manufacturing Process (GMP) standards. Support implementation, operation, and testing of internal controls for IS Internal Controls compliance.
- Stay current with industry trends, security threats and response, and new technologies. Ensure appropriate replacement of IS/IT systems.
- Manage IS/IT within the agreed budget, be fiscally responsible, and deliver results within project budgets. Establish and maintain a high degree of ethics and accountability for all levels of the IS/IT organization.

Job Qualifications

The successful candidate will be a service-oriented leader who has a strong foundation in IT infrastructure, cybersecurity, software development, applications implementation and integration, relationship management, project management, and customer support. The ideal candidate's experience will include working in a commercial organization in the biotechnology or life sciences industry and, building, hands on, an IS/IT function from the ground up.

A bachelor's degree in Computer Science, Information Technology or related field or equivalent experience is required. A master's degree is a plus.

The final candidate will have many of the following experiences, skills, and personal attributes.

- A minimum of 10 years of experience in progressively responsible management positions in information technology related positions.
- Proven track record of building a scalable IS/IT function and team to support a broad range of requirements, applications, and systems.
- Demonstrated customer-service / business partner mentality with a track record of building strong, trusting, and collaborative relationships.
- A track record of managing and prioritizing multiple projects across multiple technology platforms and business functions to ensure successful completion and issue resolution on-time and on-budget.
- Excellent knowledge of technology environments including applications, infrastructure and operations technologies, security, communications, and networks. Demonstrated experience with commercial-off-the-shelf (COTS) on premise and cloud applications is required.
- Broad knowledge of IT architectures, methodologies, processes, and tools along with disciplined project and financial management skills.
- Experience developing and implementing systems that are new and needed by an organization experiencing significant revenue growth. For example, ERP systems (NetSuite), Salesforce.com, and quality management systems.
- Strong understanding of IT processes related to Sarbanes Oxley and GMP compliance.
- Demonstrated business savvy with the proven ability to align IT priorities with near-term operational objectives and long-term strategic goals.

- Excellent problem solving and analytical skills and ability to frame issues clearly for less technical colleagues and customers.
- Ability to assimilate technical information and requirements and translate into effective application solutions/systems for non-IT audiences.
- Excellent ability to get things done – outstanding leadership, strategic planning, project management skills and resourcefulness, including the ability to persuade, encourage and motivate and develop others.
- A bright and creative mind with highly developed leadership and interpersonal skills, quantitative analytical abilities, and superior communication skills (written and oral).
- Must be impeccably honest and ethical. A successful executive who is smart, passionate, energetic, and results focused.

Core Competencies

- Analytical Thinking (Advanced): Identifies current or future problems or opportunities, analyzes, synthesizes, and compares information to understand issues, identifies cause/effect relationships and explores alternative solutions to support sound decision making.
- Facilitation (Advanced): Uses and adjusts style and technique to assist group process and understanding.
- Communication (Advanced): Demonstrates effective verbal, written, and listening communication skills.
- Teamwork (Advanced): Works together in situations when actions are interdependent, and a team is mutually responsible to produce a result.
- Relationship Management (Advanced): Seeks out, builds, fosters, and maintains productive relationships, networks, or alliances to meet goals and achieve results.
- Conflict Management (Intermediate): Brings conflicts into the open and resolves them collaboratively.
- Change Management / Resilience (Advanced): Remains energized and focused in the face of ambiguity, change or strenuous demands.
- Risk Taking (Advanced): Identifies, assesses, manages, and takes intelligent risks to attain objectives.