

IT Director, International eCommerce

GameStop

GameStop is a global multichannel video game, consumer electronics, and wireless services retailer with over 4,500 stores worldwide. GameStop is a family of specialty retail brands that makes the most popular technologies affordable and simple.

International eCommerce

Within GameStop we own and build large-scale cloud-based distributed applications serving 20,000+ requests per minute, order management and customer service applications shipping thousands of orders per day, internal and public APIs, and a loyalty program with millions of members.

The Role

GameStop is seeking an IT Director of International eCommerce to support GameStop International offerings, a multi-billion-dollar revenue business unit spanning multiple brands and markets. Based in Swords, Dublin. the eCommerce Director working independently and strategically is responsible for international publicly facing GameStop branded technology properties and how they are perceived by GameStop customers and shareholders. The director's role ensures that GameStop International's multi-channel, cross-platform suite of applications is technologically competitive, secure, and reliable. The Director will build strategies that translate key business challenges and customer needs into digital opportunities This role demonstrates an intense passion for technology and scalable architectures, evident in his or her recommendations and decisions. The role is tasked with successful completion of projects on time, scope, and budget.

The IT Director of International eCommerce interacts frequently and collaboratively with diverse levels of responsibility throughout the organization. In addition, this role is responsible for establishing a team culture that is defined by transparent communication, high integrity, business acumen, engineering expertise and technical innovation. This role interacts with a supervisor as frequently or infrequently as needed by either. Most activities of this position are completed without management's direct supervision.

Duties and Responsibilities

- Work strategically with other leaders to design and deploy GameStop's online technology strategies and operational solutions, including the identification of related business objectives, budget and other resource requirements, and related performance metrics. (Solutions include eCommerce, Order Management, Loyalty, and mobile applications.)
- Make profitable, sustainable decisions by identifying issues, problems, and opportunities; gathering and interpreting information; generating alternatives collaboratively with others; choosing an appropriate action; and aligning resources
- Achieve or exceed GameStop's high customer service expectations at all times.
- Work with development managers to create performance dashboards, SLA's and scalability metrics to ensure a continual focus on the quality of all web properties with the goal of driving to a better consumer experience.
- Thought leader of non-functional requirements of software, continuously identifying and making improvements for software to become more reliable, configurable, scalable, robust, sustainable, secure, and resilient.
- Build organizational capability through continuous improvement activities; originate action to improve existing conditions and processes; identify improvement opportunities, generate ideas, and implement solutions.
- Resolve issues and remediate risks to delivery, including working with peers who are accountable for other components of the solutions (infrastructure, database, services) to execute successful delivery

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- Enforces technical governance throughout the software development lifecycle, which includes ~~being~~ and approving requirements, design, development, quality assurance and implementation deliverables
- Create a productive, collaborative work environment by developing a common vision, setting clear objectives, facilitating teamwork, recognizing, and rewarding outstanding performance, encouraging risk tolerance, and maintaining open communications.
- Lead strategic long-range planning and forecasting to achieve or exceed company requirements and objectives, within industry accepted standards and best practices
- Consistently demonstrates a commitment to GameStop policies and procedures, including but not limited to, attendance, confidentiality, conflict of interest, and ethical responsibilities

Required Skills and Experience

- BS in Computer Science, or equivalent relevant IT experience
- At least 10 years of experience in Information Technology including a minimum of 4 years of ecommerce related leadership
- Expert understanding of e-commerce and order management system frameworks serving high volume retail preferred
- Demonstrable expertise with leading software engineering functions that deliver outstanding software product, with frequent release cycles (Agile),
- Proficient knowledge of elegant and modular architectural solutions and design principles, for a consumer facing organization
- Expert understanding of online technology tools, processes, requirements, and general best practices, including a proficient ability to forecast internal and external customer requirements
- Proficiency in cloud-based architecture (preferably AWS), technologies (such as lamda, node.js, angular.js, containers/docker, serverless computing) and environments (IaaS, PaaS, SaaS)
- Experience in DevOps CD/CI methodologies, preferred
- Experience managing and deploying AWS-hosted applications preferred
- Possess wide range of technical leadership skills necessary for excellence in all stages of software

The ideal candidate should have the following attributes

- Self-starter mentality with the ability to manage multiple projects in a fast-paced working environment with a high level of interdependency, change and ambiguity
- High level of attention to detail including proven ability to manage multiple, competing priorities simultaneously.
- Expert ability to recruit, mentor, and retain teams of engineers, managers, and director level technologists.
- Excellent written and verbal communication skills with the ability to create and present complex persuasive technical information in a clear and concise manner to a variety of audience using written and spoken English
- Excellent problem solving, critical thinking and communication skills.
- Model the behaviors expected of GameStop leaders including, but not limited to: a drive for results, with a demonstrable bias for action; high levels of emotional intelligence, maturity, and reliability; giving, receiving and responding to feedback effectively; a consistently high service orientation; and demonstrable commitments to diversity, inclusion, a respectful workplace, and integrity

Join us in bringing power to the players!

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RELATED COMPETENCIES

Innovation and Problem Solving — Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

Emotional Intelligence — Leveraging high levels of self-awareness, self-management, social awareness and relationship management, capacity to manage behavior, navigate social complexities and make personal decisions to achieve positive results.

Building Strategic Working Relationships – Developing and using collaborative relationships to facilitate the accomplishment of work goals.

Strategic Decision Making – Obtains information and identifies key issues and relationships relevant to achieving a long-range goal or vision; commits to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.

Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position related areas; keeps up with current developments and trends in areas of expertise.