

**CHIEF OPERATIONS OFFICER**

As a key member of the executive team, the Chief Operations Officer (COO) is responsible for leading and scaling DataHouse's global operational strategy. This role ensures excellence in organizational operations, international collaboration, resource planning, and service delivery, while supporting global human resources, cultural development, and strategic business alliances. The COO plays a pivotal role in sustaining high performance across onshore and offshore teams and shaping DataHouse's reputation across global markets.

**PRIMARY DUTIES AND RESPONSIBILITIES****Operational Leadership & Strategic Execution**

- Lead company-wide operations including delivery excellence, project pipeline planning, and organizational scalability.
- Oversee onshore and offshore team resourcing, capacity planning, and operational alignment across geographies.
- Develop operational frameworks that drive efficiency, innovation, and long-term value for clients, partners, and employees.

**Global Delivery & Resource Management**

- Provide executive oversight of delivery engagements, client satisfaction, and resource strategy in coordination with the business delivery team.
- Support delivery and management teams on complex, multi-regional projects to ensure alignment with performance metrics and business goals.
- Lead resolution efforts on high-risk or challenged accounts in partnership with the management team.

**People & Culture**

- Collaborate with HR teams to support global resourcing, recruiting strategies, retention, and career development.
- Champion a strong cultural foundation and employer brand across diverse teams.
- Foster talent development strategies in domestic and offshore operations.

**Sales & Partnership Enablement**

- Support business development initiatives with global partners and clients, especially in the State and Local Government (SLED) market.
- Support the executive sponsor on strategic engagements, enhancing client and partner relationships.

**Marketing & Branding**

- Support the global marketing and branding strategy in collaboration with marketing teams to ensure brand integrity, local market relevance, and industry leadership.
- Promote DataHouse's voice and visibility in international markets through thought leadership and external engagement.



### Governance & Performance

- Define and monitor KPIs related to delivery, satisfaction, utilization, and strategic objectives.
- Align operating models to financial goals and risk mitigation strategies in partnership with the leadership team.

### **QUALIFICATIONS**

- Bachelor's degree in Business, Marketing, Computer Science, Engineering, or a related field; MBA or advanced degree preferred.
- 15+ years of leadership experience in IT consulting, systems integration, or enterprise transformation.
- Proven success in leading global operations and cross-border teams, with experience in global resourcing and office management.
- Deep understanding of US public sector transformation and IT implementations.
- Executive presence with a strategic mindset and ability to inspire, align, and execute.
- Strong background in business process redesign, organizational transformation, and governance.
- Demonstrated history of collaboration with C-level executives and government agencies.
- Excellent communication skills, both written and verbal, with the ability to present complex ideas clearly and persuasively to stakeholders at all levels.
- Leadership skills with the ability to inspire, mentor, and develop a high-performing team.
- Expertise in Agile methodologies, professional service delivery, and product development frameworks.
- Willingness and ability to travel internationally up to 20-30% of the time.
- Direct management experience in Government IT Consulting is a plus.

Target Annual Salary: \$200,000 - \$225,000

For detailed information, please visit <https://www.inkinen.com/datahouse-coo>