Ace Computers
340 Howard Ave.
Des Plaines, IL 60018
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Director Of Operations

Location: Des Plaines, must be on-site
Employment: Full-time

Summary: The Director of Operations leads all operational functions across ACE Computers, ensuring efficient execution, profitability, customer satisfaction, compliance, and scalable growth. This hands-on executive oversees engineering support, project implementation, procurement, supply chain, manufacturing and integration services, inventory management, warehousing, logistics, contract fulfillment, quality assurance, and process improvement initiatives. The role partners closely with executive leadership to align operations with business objectives while delivering exceptional customer outcomes.

Key Responsibilities:

Strategic & Operational Leadership

- Develop and execute operational strategies that support growth, profitability, and customer satisfaction.
- Lead daily operations across supply chain, procurement, inventory, production, engineering support, logistics, and project fulfillment.
- Establish KPIs, reporting tools, and performance metrics to drive accountability and continuous improvement.
- Identify operational risks, bottlenecks, and improvement opportunities while implementing scalable solutions.
- Partner with executive leadership on business planning, growth initiatives, and operational readiness.

Supply Chain, Procurement & Logistics

- Oversee sourcing, procurement, vendor management, inventory control, warehousing, and transportation activities.
- Build and maintain strategic relationships with OEMs, distributors, manufacturers, and key suppliers.
- Optimize inventory levels, reduce costs, and mitigate supply chain disruptions.
- Ensure efficient fulfillment and delivery performance while protecting margins.

Engineering, Manufacturing & Project Delivery

- Oversee engineering support, solution implementation, system configuration, integration, testing, and quality control activities.
- Ensure projects and customer deployments are completed on time, within budget, and according to contractual requirements.
- Coordinate resources across operational and technical teams to maximize productivity and customer success.
- Resolve escalated operational and customer issues.

Compliance, Quality & Contract Execution

- Ensure successful execution of federal, state, local government, education, and commercial contracts.
- Maintain compliance with TAA, BAA, NDAA, ENERGY STAR®, EPEAT®, cybersecurity, and other applicable requirements.
- Lead quality assurance programs, audits, and corrective action initiatives.
- Support bids, proposals, contract transitions, and renewals.

Financial & Organizational Leadership

- Manage operational budgets, forecasts, labor utilization, and expense controls.
- Improve profitability through operational efficiencies and process improvements.
- Recruit, mentor, and develop high-performing teams while fostering a culture of accountability, collaboration, and continuous improvement.
- Build future leadership capability and support organizational growth.

Required Qualifications:

- Bachelor's degree in Business, Operations Management, Supply Chain, Engineering, IT, or related field.
- 10+ years of progressive operations leadership experience with at least 5 years leading multiple operational functions.
- Experience in technology solutions, systems integration, manufacturing, distribution, or government contracting environments.
- Strong knowledge of supply chain management, project delivery, operational excellence, financial management, and quality systems.
- Demonstrated ability to improve operational performance, profitability, and scalability.

Preferred Qualifications:

- MBA or advanced degree.
- Experience supporting public sector contracts, including GSA and cooperative purchasing programs.
- Lean Six Sigma certification.
- Familiarity with ERP, inventory management, and production planning systems.
- Knowledge of cloud, cybersecurity, networking, and endpoint technologies.

KPIs:

- Revenue fulfillment performance
- Gross margin achievement
- On-time project delivery
- Customer satisfaction scores
- Engineering utilization rates
- Inventory turns and supply chain efficiency
- Compliance audit results

- Contract performance metrics
- Employee retention and engagement
- Operational cost reduction initiatives

Benefits:

- 401(k) and 401(k) matching.
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Employee Discount
- Flexible scheduled
- Paid time off.

Success Profile

The successful Director of Operations at Ace Computers is a hands-on leader who combines strategic thinking with operational execution. This individual drives business performance by ensuring operational efficiency, contract compliance, customer satisfaction, employee development, and profitable growth while translating company strategy into measurable results.

Send applications to careers@acecomputers.com