

CHARLES HUTCHINS

Director, IT Operations & Service Delivery | IT Service Management (ITSM) | Service Portfolio Governance | Program Delivery

Hutchins.Charles@outlook.com | linkedin.com/in/charleshutchins | www.charleshutchins.net

PROFESSIONAL SUMMARY

IT operations and service delivery leader with 25+ years across state government, regulated data center operations, defense contracting, and public sector institutions. Governed the service portfolios generating the revenue behind the State of Colorado Office of Information Technology's ~\$330M annual IT cost recovery, across dozens of agencies and thousands of users statewide. Currently the designated staff authority for Department of Revenue motor vehicle technology infrastructure spanning state facilities and all 64 Colorado counties. Combines IT Infrastructure Library (ITIL v4) service governance with hands-on depth in hybrid cloud, networking, and enterprise IT Service Management (ITSM) platforms. Audit-clean operations under Sarbanes-Oxley (SOX), SSAE 18 SOC, and Criminal Justice Information Services (CJIS). Leads distributed and multinational teams of up to 50+.

CORE COMPETENCIES

Service Delivery & Operations: IT Service Management (ITSM), IT Infrastructure Library (ITIL v4, ITIL v3), Service Portfolio Governance, Service Line Management, Service Level Agreement (SLA) Management, Incident & Problem Management, Disaster Recovery (DR), Business Continuity Planning (BCP), Data Center Operations

Leadership & Program Delivery: IT Program Management, Project Management Office (PMO) Delivery, Strategic Roadmapping, Budget & Revenue Forecasting, Capital Budget Planning, Vendor & Contract Negotiation, Executive Stakeholder Engagement, Distributed & Multinational Team Leadership (up to 50+)

Technology & Platforms: Microsoft Azure, Microsoft 365, Enterprise Mobility + Security (EMS) / Intune, Google Workspace, Hybrid Cloud, Virtual Desktop Infrastructure (VDI), Cisco Networking, Active Directory (AD), Voice over IP (VoIP), ServiceNow, Jira, Confluence, SAP Business Intelligence (BI), Structured Query Language (SQL) Reporting

Compliance & Audit: Sarbanes-Oxley (SOX), SSAE 18 SOC, Criminal Justice Information Services (CJIS), Multi-State Lottery Association (MUSL), IT Audit Leadership, Security Policy Compliance

PROFESSIONAL EXPERIENCE

Program Manager September 2026 - Present

Colorado Department of Revenue | Remote, Colorado

- Serve as designated staff authority and subject matter expert (SME) for Division of Motor Vehicles (DMV) technology infrastructure across Colorado state facilities and all 64 county operations, directing technology roadmaps and multi-million-dollar IT budget allocation.
- Govern vendor relationships, contracts, and Service Level Agreements (SLAs) for 2 primary partners, SAIC and Verizon, directing ITD-A and ITD-B budget requisitions in CORE and running executive syncs.
- Lead end-to-end delivery for office openings and relocations: site readiness, circuit changes, network readiness testing, and hardware deployment, all under structured Project Management Office (PMO) methodology.
- Set enterprise licensing and security platform strategy across Microsoft 365, Enterprise Mobility + Security (EMS / WinE3), and Google Workspace, running cost-benefit assessments for 64 counties and standardizing procurement workflows.
- Serve as technical lead for DRIVES machine user management and as primary liaison between the Department of Revenue, the Governor's Office of Information Technology (OIT), and county leadership, representing infrastructure needs on the DRIVES Governance Board and RC&I Committee while modernizing ServiceNow (ServiceHub) catalog workflows.

Founder & Principal Consultant February 2026 - Present

Southern Colorado Systems, LLC | Remote, Pueblo, CO

- Founded and operate an independent IT and AI advisory practice serving organizations of 25 to 500 employees on a vendor-neutral, fixed-fee model, concurrent with the full-time role.
- Deliver fractional Chief Information Officer (CIO) leadership, providing executive-level technology strategy otherwise available only through a six-figure senior hire.

- Conduct Hidden Cost IT Audits and AI readiness assessments that surface redundant licensing and underutilized contracts and convert findings into prioritized cost-reduction roadmaps.

Director, Service Line Management May 2023 - July 2026

State of Colorado, Office of Information Technology (OIT) | Remote, Colorado

- Governed a ~\$330M annual service portfolio spanning Infrastructure, Cloud, Security, Applications, and Shared Services for dozens of state agencies, constitutional offices, and thousands of end users statewide.
- Set pricing strategy, revenue forecasts, and return-on-investment (ROI) business cases jointly with finance and technical owners across the full portfolio.
- Drove statewide adoption of shared services by aligning agency demand with OIT capability, and reduced duplicated spend across Colorado state government.
- Established and enforced standardized service management practices, tools, and templates portfolio-wide to raise consistency and accountability across the program.
- Led a cross-functional team across the complete service lifecycle (strategy, pricing, launch, optimization, and sunseting) and maintained multi-year roadmaps with financial and performance reporting to executive leadership.

Service Manager January 2023 - May 2023

State of Colorado, Office of Information Technology (OIT) | Remote, Colorado

- Held business authority for Infrastructure Operations and Security service lines: revenue ownership, demand management, and lifecycle governance within OIT's shared services model. Promoted to Director after 4 months.

Manager, Data Center Operations September 2018 - January 2023

International Game Technology (IGT), Colorado Lottery | Pueblo, CO

- Led 24/7/365 data center operations and software quality assurance (QA) for the Colorado Lottery across a 4-year tenure, managing a team of 13 through the full software development lifecycle (SDLC).
- Sustained Service Level Agreement (SLA) compliance and uninterrupted availability for a mission-critical state gaming system; owned escalation paths and production change control.
- Led audit oversight across 4 regimes (IT Security, Sarbanes-Oxley (SOX), Multi-State Lottery Association (MUSL), and SSAE 18 SOC), achieving clean outcomes in every engagement.
- Designed disaster recovery (DR) strategy and site security protocols for business continuity, and built SAP Business Intelligence (BI) reporting through SQL across multiple database universes.

Director, Information Technology January 2011 - September 2018

Pueblo City-County Library District | Pueblo, CO

- Held full IT accountability across 8 branch locations for 7 years: network infrastructure, server environments, help desk, and a team of network and systems administrators on a constrained public-sector budget.
- Deployed a Citrix XenDesktop / XenServer Virtual Desktop Infrastructure (VDI) environment across all 8 branches to strengthen security posture and reduce hardware total cost of ownership.
- Directed IT planning and capital budgets for 3 new branch openings, coordinated vendors, and delivered each on schedule.
- Built an off-site high-availability disaster recovery environment that eliminated unplanned downtime risk district-wide.
- Refreshed server infrastructure from Windows Server 2003 to 2016, virtualized the environment, migrated email and collaboration to Google Workspace across all 8 locations, converted legacy telephony to Voice over IP (VoIP), and negotiated 2 no-cost ISP bandwidth increases.

IT Regional Manager, USD-South September 2006 - January 2011

Kellogg Brown & Root (KBR) | Southern Iraq

- Directed IT operations across 7 wide area network (WAN) sites in Southern Iraq in support of U.S. military operations, leading a 50+ person workforce from 10 countries (30+ direct hires plus 20 subcontractors).
- Designed, built, and operated mission-critical Cisco networks at all 7 sites, including cabling design, router and switch configuration, and 2 complete new-site buildouts.
- Deployed Ku-band and C-band Very Small Aperture Terminal (VSAT) satellite systems to establish WAN connectivity to the corporate network under austere field conditions.

- Held accountability for a fleet of 1,000+ corporate-leased IT assets valued in the millions.

Earlier Career: IT Network Systems Administrator, Pueblo County Government (November 2004 - August 2006): LAN/WAN and server support, server consolidation, network redesign, and Active Directory hardening. | IT Senior Specialist, Mountain Communications (September 2002 - November 2004): statewide high-availability radio communications for emergency personnel; satellite and wireless installations across 20+ rural and urban sites.

EDUCATION

Master of Business Administration (MBA), Technology Management, Colorado Technical University, Colorado Springs, CO

Bachelor of Science (BS), Computer Information Systems (CIS), Colorado State University-Pueblo, Pueblo, CO (Minor: Electronics Engineering Technology)

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Certifications: Generative AI Mastermind, Outskill (2026); IT Infrastructure Library (ITIL) Foundation v4 (2023); ITIL Foundation v3 (2013); Cisco Certified Entry Networking Technician (CCENT) (2012); Microsoft Certified IT Professional (MCITP), Server 2008 Administrator (2012); CompTIA Network+ (2005)

Professional Development: Project Management Institute (PMI) IT Project Management Training (2013); KBR Corporate Leadership Programs (2006-2010)