Ingrid Tollefsen

IT Director

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SUMMARY

IT director with 10 years in infrastructure and IT leadership, the last 4 running technology for a 1,300-employee healthcare services company with 11 clinics. Owns a $4.1M operating and capital budget, leads 3 managers and 19 staff, and reports to the COO. Moved the company off 2 aging data centers, passed 2 HIPAA audits with no repeat findings, and cut annual vendor spend by $410K.

EXPERIENCE

IT Director — Rimrock Care Partners

Billings, MT · Mar 2021 – Present

- Lead a 22-person IT organization through 3 managers (infrastructure, service desk, applications) supporting 1,300 staff across 11 clinics and a central office.
- Own a $4.1M annual budget ($3.2M operating, $900K capital) and cut recurring vendor spend by $410K over 3 years by consolidating 9 overlapping contracts into 4.
- Directed the exit from 2 colocated data centers to Azure and a single colocation cage, moving 68 servers in 14 months and lowering infrastructure run cost by $260K a year.
- Built the security program with the compliance officer, adding MFA for all 1,300 accounts and quarterly access reviews, and closed 2 HIPAA audits with zero repeat findings.
- Present a quarterly technology risk and roadmap review to the COO and CFO, and secured approval for a 3-year, $2.6M EHR and network refresh plan.

IT Manager, Infrastructure — Yellowstone Valley Mills

Bozeman, MT · Jun 2017 – Feb 2021

- Managed 7 engineers and a $1.3M budget for 3 production plants, keeping plant-floor systems at 99.9% availability over 4 years.
- Led recovery from a ransomware event on 1 plant network, restoring production systems in 31 hours and rebuilding segmentation between office and plant networks.

Senior Network Engineer — Clark Fork Telecom Services

Missoula, MT · Jul 2014 – May 2017

- Designed WAN links for 26 business customers and cut average circuit install time from 45 to 21 days.
- Trained 4 junior engineers on routing and firewall changes, 2 of whom became team leads.

SKILLS

Strategy and governance: Technology roadmaps, capital planning, IT steering committees, policy writing, board and executive reporting

Infrastructure and cloud: Azure, VMware, Microsoft 365, Cisco and Fortinet networking, backup and DR design

Security and compliance: HIPAA, NIST CSF, MFA rollout, access reviews, incident response, vendor risk assessment

Leadership: Managing managers, hiring, vendor negotiation, budget ownership, change management

CERTIFICATIONS

ITIL 4 Strategic Leader, 2022

CISSP, 2019

EDUCATION

M.S. Information Systems Management, Montana State University, 2016

B.S. Computer Engineering Technology, Montana Tech, 2014

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