

JOB DESCRIPTION

| | |
|--------------|--|
| TITLE | Information Technology Director |
| GRANT | LSC |
| GRANT PERIOD | January thru December |
| FLSA | Exempt - Computer Professional |
| REPORTS TO | Executive Director |

BROAD PURPOSE

The Director of Information Technology will establish, plan, and administer the overall policies and goals for the information technology department. Analyzes the needs of different departments and determines ways to meet business objectives by modifying existing or developing new information processing systems. Manages the research and selection of IT equipment, applications, and supplies. Creates functional strategies and specific objectives for the sub-function and develops budgets/policies/procedures to support the functional infrastructure. Deep knowledge of the managed sub-function and solid knowledge of the overall departmental function.

PRIMARY OBJECTIVES

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, telephones, software applications, and peripherals.
- Provide expertise and support during systems upgrades, installations, conversions, and file maintenance.
- Oversee systems development and enhancement and the integration of new systems with existing systems.
- Work with advocacy staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation.
- Communicate regularly with executive management and all users of information services and systems.
- Manage IT staff, including hiring, training, evaluation, guidance, discipline and discharge.
- Develop the IT staff to meet the changing needs of users, groups and offices; new projects and technologies; and varying staff strengths.
- Develop standard operating procedures and best practices, including providing written protocols and guidance to IT staff and to end-users.
- Ensure the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.
- Oversee provision of end-user services, including help desk and technical support services.
- Keep current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements.
- Manage financial aspects of the IT Division, including purchasing, budgeting, and budget review.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Manage servers, security solutions, network hardware and equipment.
- Manage telecommunications infrastructure and development plans, projects, policies and procedures.
- Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.
- Support the DNAs overall mission and follow all standards, policies, procedures, and confidentiality guidelines.
- Performs other duties as assigned.

QUALIFICATION

- BS/BA in computer science, engineering or relevant field;
- Five (5) years database, network systems management and user training and support.
- Microsoft Certified Systems Engineer certificate or other industry-recognized certification.
- Ability to work well with all levels of management and staff.
- Willing to travel on a regular basis to all DNA offices.
- Preferred: MS/MA degree.

ACKNOWLEDGMENT

I have received this job description and have determined that it accurately reflects the position and I can perform these duties.

| | | |
|------------|-----------|------|
| Print Name | Signature | Date |
|------------|-----------|------|