



POSITION DESCRIPTION:

Director for Data and Technology

This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.

DATE: July 2021

DEPARTMENT: Information Technology

REPORTS TO: Business Manager

CLASSIFICATION: Exempt Employee

POSITION SUMMARY

The Director for Data and Technology leads the planning, design, implementation, and maintenance of technology and related processes, with a focus on leveraging technology to transform and improve how Holden Village serves its guests, donors, and community through efficient business operations.

MAJOR FUNCTIONS (principal duties and responsibilities; such as client/categories supported, staff size, volume managed, etc)

Specific responsibilities include but are not limited to the following:

- Evaluate and propose strategic and technical directions for information, telecommunications and data that assist in furthering the operational capabilities of Holden Village
- Work with management to develop a deep understanding of the organization's issues, challenges, and opportunities to best position information technology to support goals
- Oversee the strategic planning and design of Village IT infrastructure and architecture
- Ensures that the system's design is well aligned with Village needs and staff capacities
- Determine and manage information policies and best practices pertaining to retention schedules, access, storage, and use by all users including staff, volunteers, and guests
- Ensure the security, integrity, confidentiality, and availability of all information
- Ensure day-to-day oversight of systems' functioning to maintain consistent uptime and stability while evaluating risk, developing network recovery and backup processes
- Design and measure information management metrics and respond to information from these metrics in order to ensure ongoing optimal design, function, security, and training
- Effectively lead, direct, and monitor the daily efforts of Information Technology staff
- Oversee IT projects including system implementations, updates, and migrations ensuring that commitments are properly planned, funded, staffed, and reported
- Review, recommend, and oversee all vendors and managed service agreements for computing software, telecommunications, IT services, and equipment
- Forecast, oversee and manage the IT budget for capital and operating expense, and approve the purchase, rent, lease, license, or other acquisition of hardware, software, or services

- Maintain a constant consumer-focused outlook in the delivery of IT projects, products, and services

KNOWLEDGE AND SKILLS REQUIREMENTS (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

Specific knowledge and skills include but are not limited to the following:

- Bachelor's degree in Business Administration, Computer Science, Information Systems, or equivalent training and experience required
- 5+ years' experience developing information policy, security policy, and retention schedules with demonstrated technical experience in building and implementing IT systems
- Experience architecting, deploying, and scaling software, hardware, and cloud based technologies
- Experience consulting on and navigating through organizational growth
- Preferred experience:
 - working with nonprofit organizations
 - Management experience in a senior role
 - guiding people who have wide-ranging skills and interest in technology
- Strong customer-service mindset and commitment to accountability
- Flexibility in approach and willingness to adapt when necessary
- Excellent verbal, interpersonal, and written communication skills, and the ability to convey technically complex information and concepts in easily understood terms

UNIQUE REQUIREMENTS (particular knowledge/skills related to client and/or agency needs)

Holden Village is a remote community located in the North Cascades wilderness. Holden Village also has operations in the 25-Mile Creek area on the south shore of Lake Chelan. This position can live in the North Cascades Village location or reside outside the Village, but should be located within a 4-hour drive of Chelan as time will need to be spent both in the Village and in the Chelan-Wenatchee area.

- Commitment to the mission, vision and values of Holden Village
- This position is primarily based out of the Village/working from home with regular trips into Holden Village. Estimated 20-25% of time over the course of a year will be spent on-site at Holden Village, with higher volume expected in beginning months and other high-peak project times in the Village.
- Commitment to minimum 3-year engagement with Holden Village