

Position Title: Director, Information Technology

Position Supervisor: Chief Information Officer

Roles & Responsibilities:

- Provide oversight of xxxx's information systems solutions and is responsible for identification/integration of new technology solutions.
- Provide high level information technology (IT) services in the way of feasibility studies, system analysis, design and implementation, hardware and software integration, and user support.
- Direct supervision of IT team - Database, Network Engineering and Administration, and Help Desk Support.
- Primary focus is the internal xxxx IT solution, but also involved in xxx's Internet solution and provides assistance to member company communications initiatives.
- Responsible for ensuring a high level of customer service and support to all XXXX users – ensuring timely/effective feedback and resolution to XXXX users on IT related issues.
- Takes lead role in the review of emerging technologies and works to develop potential solutions.
- Business technology planning process - sponsor collaborative planning processes with the XXXX departments.
- IT infrastructure and architecture (e.g., computers and networks) - running as well as ensuring ongoing investments are made
- Partnerships - establishing strategic relationships with key IT suppliers and consultants
- Technology transfer - provide enabling technologies that make it easier for our members to do business with XXXX as well as increase non-dues revenue
- Customer satisfaction - interact with XXXX staff and members to ensure continuous member satisfaction
- Training - provide training for all IT users to ensure productive use of existing and new systems.

Knowledge and Capability Requirements:

- Skilled at identifying and evaluating new technological developments and gauging their appropriateness for XXXX.
- Ability to conceptualize, launch and deliver multiple IT projects on time and within budget – strong project management.
- Cost management, budget, analysis, and control are critical factors for this position.
- Strong leadership, communication (verbal and written) and interpersonal skills.
- Ability to communicate and present to all levels of management.
- Strong project management skills
- Strong problem solving skills
- Effective skills in cost management, budget, analysis and control
- Expertise in the following:
 - System analysis and development

- Local Area Networks
- Microsoft Operating and Office Application Suites (MS-Office)
- IT practices
- Telecommunications (Cisco equipment, remote access)
- Internet
- Electronic Mail
- Association management software

Experience Requirements:

Bachelor's degree or extensive IT experience (10+ years)