



MINISTRY DESCRIPTION

Title: Senior Director - Information Technologies
Department: Information Technologies
Reports to: Chief Business Officer

Schedule: Regular, Full-time
FLSA: Exempt

Ministry Function:

The Senior Director - Information Technologies has responsibility for all computer technology at Convoy of Hope. The Senior Director develops new initiatives and strategic plans for the technology infrastructure, and leads the integration of this research into the organization. The Senior Director works with the Chief Business Officer on budgeting and significant adoptions of technologies.

Essential Duties and Responsibilities:

1. Develop and guide the organization's use of technology. Understanding the needs of the organization and researching solutions. Responsible for leading the implementation of these projects.
2. Develop and implement IT policies and procedures including Architecture of Technology; Security and Disaster Recovery; Purchasing and Service Provisions.
3. Ensure adherence to security and governance.
4. Manage and lead the IT staff.
5. Develop and monitor the IT Budget.
6. Manage stakeholder and vendor relationships.
7. Support of the technology infrastructure. Program support, application administration, networking, telecommunications, audio/video solutions, and helpdesk/desktop support. This position is hands-on with technology.
8. Other duties as assigned.

Required, Knowledge, Skills, and Abilities:

1. Bachelor's degree in Information Technology field or similar required; High School diploma or equivalent required.
2. 7+ years experience in an Information Technology field required.
3. 5+ years in Information Technology leadership and staff management preferred.
4. Strong communications skills.
5. Strong background in information security and network administration required.
6. Project Management & budgeting experience.
7. Good analytical abilities in a network operations environment. The ability to analyze and problem solve individual computer problems along with network and server issues.
8. Ability to positively contribute to team projects and cooperate with other team members.
9. Preferred experience with: Active Directory, Windows Server, MS-SQL, Windows desktop, Mac OS X, VMWare, Cisco & Meraki Switching/Routing/Firewall/Wireless, Cisco Unified Communications, Salesforce, MS-Dynamics, Network Security, Network Monitoring and Disaster Recovery concepts, ITIL, Google Apps and MS-Office among others.
10. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.

11. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
12. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities: The position directly supervises Information Technologies staff members.

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