Position Description

Job Title: Associate Director of Information Technology

Date: December 11, 2019
Department: Information Technology
Supervisor: Director of Information Technology
FLSA Status: Exempt
Supervisory: No direct supervision

Position Overview:

The Associate Director of Information Technology is responsible for coordinating complex technology systems, facilitating development and maintenance of internal and external facing applications and directing IT projects to meet business objectives, operational goals, and key business priorities. Working closely works with the Director of Information Technology, the associate director creates and maintains product road maps, integration strategies, internal procedures, documentation, budgets and policies related to critical technology systems. This position works with other IT staff, contracted vendors, and stakeholders to oversee various applications, systems, and projects. The Associate Director of Information Technology also facilitates product management and governance, administers project management tools, carries out application testing and quality assurance, provides technical support, and performs related duties as assigned.

Duties and Responsibilities:

• Apply expert-level knowledge of software systems development and project management processes across multiple complex projects
• Translate business needs into technical product requirements in consultation with internal and external stakeholders
• Coordinate with internal and external teams to define project deliverables and ensure timely completion
• Manage and maintain relationships with vendors, agencies, and other external business partners
• Develop product road maps in alignment with organizational objectives and stakeholder input
• Create testing plans and perform application testing as directed for issue resolution, new enhancements, and new application development
• Identify opportunities for product improvements and enhancements, holistically across systems
• Set and manage expectations of users and other stakeholders with respect to scope, timeline, and cost
• Develop and document processes and procedures in collaboration with project teams and subject matter experts
• Prepare documents including customized reports, presentations, proposals and correspondence as needed
• Provide technical support to members and internal users regarding business applications and processes
• Create technical and process documentation in partnership with vendors, subject matter experts, and project teams
• Maintain technology skills needed for position and adapt to technology changes as required
• Serve on various committees within the organization in leadership and supporting roles
• Communicate across a wide variety of audiences with varying degrees of technical skills
• Perform other duties as assigned
Qualifications and Competencies:

- Bachelor’s degree demonstrating the ability to perform the duties and responsibilities as described is required
- 10+ years of software development lifecycle experience and working in complex enterprise environments
- 5+ years in product management, leading matrix teams on multi-year software development initiatives
- Familiarity with service-level management concepts (ITIL certification preferred)
- Strong project management background using waterfall, agile, and hybrid methodologies (PMP certification preferred)
- Experience leading and directing in-house and offshore development teams
- Advanced problem-solving, analytical, and organizational skills and a demonstrated expertise in troubleshooting
- Ability to work successfully with diverse cross-functional teams in a high-paced environment
- High level of competency with Mac OS X, Windows, and Microsoft 365
- Experience with formal Business Process Modeling tools and techniques
- Experience in Salesforce or similar CRM is preferred
- Understanding of TCP/IP, DNS, DHCP, VPN, and VM configurations
- Preferred experience with: SQL (SQL Server, MySQL), Email Systems, Linux / Unix, PHP, .Net, Analytics /Business Intelligence, MS Azure, Sharepoint, Teams
- Demonstrated college-level written and verbal communication skills
- Ability to multi-task and to work independently and collaboratively
- Ability to adapt to ever-changing priorities