|  |  |  |  |
| --- | --- | --- | --- |
|  **JOB TITLE:** | Director of Technology | **FLSA STATUS:** | Exempt |
| **EFFECTIVE DATE:** | March 2023 | **REPORTS TO:** | CFO |

**POSITION SUMMARY:** Directs and manages the application of technology throughout URM; responsible for managing IT staff and infrastructure, liaising with other departments to ascertain their technology requirements, and developing solutions that are aligned with URM’s strategic plan in an effective and cost-efficient manner.

**CORE WORK PRINCIPLE:** Colossians 3:23 is the foundation of URM’s standard for employment, “Whatever you do, work at it with all your heart, as though you were working for the Lord and not for people.” The goal for each employee is to enrich and sustain a humble heart attitude; to enrich and sustain a mindset of serving others, treating them with kindness and truth; and to enrich and sustain a zealous desire for achieving work objectives without any ulterior motives or agendas.

**ESSENTIAL FUNCTIONS:**

* Oversee all IT operations infrastructure.
* Develop, implement, and evaluate the application of technology in line with URM’s strategic plan.
* Liaison with other departments to determine and address their IT needs and requirements.
* Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.
* Align and oversee department processes to ensure efficiency and effectiveness.
* Ensure the maintenance of current projects and technology systems.
* Support the use and analysis of data throughout URM including but not limited to Salesforce, Mission Tracker, Abila/MIP, and ThriftTrac.
* Identify security vulnerabilities, the need for upgrades and opportunities for improvement.
* Prepare financial budgets and KPI’s reports assessing the overall performance of the IT department and application of technology throughout URM in a cost-effective manner.
* Conduct other tasks and projects assigned by Chief Financial Officer (CFO).
* Commitment to URM (Union Rescue Mission) mission, vision, and core values.
* Encourage guests in their faith and growth in Jesus Christ.

**EXPERIENCE, EDUCATION AND LICENSURES:**

* Bachelor’s degree in information technology, information systems, computer science or related field (graduate degree a plus).
* Minimum of 7-10 years’ experience working in IT operations.
* Minimum of three years’ experience overseeing IT teams and projects.
* Proof of continued education, such as software certifications.
* Understanding of the business impact of different solutions and ability to assess impact and communicate the tradeoffs between business needs, technology requirements, timelines, costs and risks.
* Experience in infrastructure improvements of wired and wireless networks, local and distant communication platforms.
* Experience implementing solutions and management of Salesforce, Microsoft 365, client management systems (Mission Tracker), ERP systems (Community Brands – MIP), POS Systems (ThriftTrac) in a multi-site environment.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* In-Depth working knowledge of Microsoft Enterprise Admin Centers such as, Microsoft 365 Admin Center, MS Azure Active Directory Admin Center, MS Exchange Admin Center, MS SharePoint Admin Center, Microsoft Teams Admin Center, and CCNA proficient.
* Sound and up to date understanding of computer systems, network infrastructure (wired and wireless), local and distant telecommunications, local and cloud storage systems.
* Strong interpersonal, communication and leadership skills.
* Excellent written and verbal communication.
* Problem-solving and critical-thinking skills.
* Ability to explain highly technical concepts in simple terms.
* Good research and analysis skills.
* Excellent knowledge of technical management, information analysis and of computer hardware/software systems.
* Expertise in data center management, Cyber security, and data governance.

**PHYSICAL DEMANDS:** In general, the following physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to allow differently abled individuals to perform the essential functions of the job.

* Manual dexterity required for reaching, lifting objects, and operating office equipment.
* Ability to lift objects up to 30 lbs. and ability to operate office equipment.

**WORK ENVIRONMENT:** In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to allow differently abled individuals to perform the essential functions of the job within the environment.

* The office is clean, orderly, properly lit, and ventilated.
* Noise levels are considered low to moderate.

Employee (print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee (Signature)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor or HR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_