

UNITED WAY OF MASSACHUSETTS BAY AND MERRIMACK VALLEY Job Description

About Us:

United Way of Massachusetts Bay and Merrimack Valley is advancing the common good in our region by providing help today in ways that strengthen tomorrow. Our work ensures that children are ready to learn when they enter school, stay engaged in learning and graduate able to compete, and are nurtured by families that have the financial stability to support both their basic needs and future success. No other single organization has the scope, expertise and influence to bring together hundreds of human services agencies, government, businesses, private foundations and dedicated volunteers around a common vision of creating maximum impact and achieving long-lasting results.

Why United Way?

We all want to have the greatest possible impact on our community and the issues that we care about. Join the movement. Through United Way, you unite your hopes and strengths with others to accomplish more than any of us can alone.

POSITION TITLE:	Senior Director, Information Technology
DIVISION:	Business Integration & Support
REPORTS TO:	Senior Vice President, Business Integration and Support
STATUS:	Exempt

POSITION OVERVIEW:

The Senior Director of Information Technology provides leadership and is responsible for the direction, coordination, integration and implementation of technology across the organization. He/she will lead and manage IT staff, collaborate closely with Division staff to present and implement technology that supports organizational goals and manage and provide direct oversight of technology vendor relationships including outsource service providers.

KEY RESPONSIBILITIES:

- 1) Provide leadership and advice on the creative usage of information technology to effectively and efficient support the achievement of the mission and goals of the organization. Senior Director of Information Technology will serve as focal point for all IT related matters company-wide.
 - a) Provide vision and leadership in defining United Way's IT capabilities.
 - b) Formulate broad policies and programs for properly managing United Way's information system resources including managing the long range planning and budgeting process for information systems.
 - c) Establish measurable support requirements for the acquisition of hardware, software and services supplied by vendors and outsource service providers. This includes effectively monitoring supplier/service provider progress in delivering

- against scope, cost, and schedule commitments, as well as advising of actual or anticipated variances.
- 2) Develop, maintain and facilitate the implementation of a sound and integrated information technology architecture and roadmap ensuring the
 - a) Security of all information assets, computers and networks;
 - b) Selection of the most effective technologies that drive end-user productivity and use; and
 - c) Adoption of technologies that support organizational business needs.
 - 3) Manage staff for optimum performance.
 - a) Determine staffing requirements optimizing the mix of in-house versus outsource services.
 - b) Hire and train new staff.
 - c) Set employee goals and objectives.
 - d) Establish and measure achievement of individual and team goals.
 - e) Develop staff to maximize potential.
 - f) Provide coaching to develop staff skills and abilities.
 - g) Establish a culture of accountability whereby staff takes ownership for overcoming obstacles and achieving results.
 - 4) Plan, direct and coordinate the technology department operations. Plan and maintain systems and procedures for operating efficiency.
 - a) Evaluate current business processes and systems.
 - b) Plan and implement procedures and systems to maximize operating efficiency.
 - c) Establish and maintain controls.
 - d) Formulate department/unit policies and practices.
 - e) Co-ordinate financial and budget activities for maximum operational efficiency.
 - f) Facilitate the preparation and analysis of reports and updates.
 - g) Review performance data (financial, sales and activity reports) to monitor and measure productivity, goal progress and activity levels.
 - h) Responsible for the achievement of department/division/unit productivity and quality goals

- 5) Oversee and manage IT vendors and suppliers, and outsource service providers to deliver services against service level agreements.
 - a) Ensure clear scope of service descriptions and standards.
 - b) Ensure proper change management protocols.
 - b) Put in place proper monitoring mechanisms and controls to manage performance and risk.
- 6) Oversee all aspects of large scale information technology programs through development lifecycle from requirements gathering to use.
 - a) Establish protocols and standards for requirements planning, gathering and documentation.
 - b) Establish user testing and quality assurance protocols working in conjunction with business units and quality assurance unit of service providers.
 - c) Manage programs within schedule and budget constraints.
 - d) Define resources and schedule for program implementation.
 - e) Direct and oversee project engineering team and manages conflicts within group.
 - f) Perform team assessments and evaluations.
 - g) Efficiently identify and solve project issues.
 - h) Demonstrate leadership to define requirements for project risk.
- 7) Ensure the security of United Way's information assets is maintained in compliance with all State and Federally mandated requirements.
- 8) Oversee and manage technology assets working with senior management to determine software and hardware products and equipment that is best suited to support the organization's needs.
 - a) Establish hardware device standards
 - b) Oversee IT asset purchases and inventory management
 - c) Manage software licenses
- 9) Assure that program and administrative responsibility to minimize fraud, waste, and abuse are achieved as prescribed in applicable regulations, directives, and other internal control procedures.
- 10) Perform other duties as assigned.

QUALIFICATIONS:

The followings describe the necessary technical knowledge, skills, and abilities needed to successfully perform the duties of the position.

- 1) Skills in leading others, and instill mutual trust and confidence. The candidate should know how to develop leadership in others through coaching, mentoring, rewarding, and guiding which in turn will allow for successfully accomplishing the overall activities of the office.
- 2) Ability to lead a team of employees, independent service providers, and/or work individually.
- 3) Strong management skills and managing operations to execute against service level commitments.
- 4) Must demonstrate strong knowledge of the Microsoft platform and application technologies in particular; MSCRM, BPOS, and Dynamics Great Plains.
- 5) Demonstrate experience implementing IT solutions and systems.
- 6) Demonstrate experience sourcing and managing Independent Service Providers, preferably in an outsource model.
- 7) Extensive experience building coalitions internally and externally.
- 8) Candidate must demonstrate experience in high-level communications including accomplishing consensus under difficult or complex circumstances. This includes the ability to work with a wide variety of people, effectively communicate progress on a regular basis, and gain buy-in at cross-organizational levels towards a common goal. They should also display strong presentation skills.
- 9) Extensive experience in establishing and meeting organizational goals and customer expectations and making recognized authoritative decisions that produce high quality results.
- 10) Excellent communication, leadership and collaboration skills.
- 11) Possesses solid project management skills
- 12) Advanced decision making and problem solving skills
- 13) Strong presentation and communication skills
- 14) Effective problem-solving, analytical, and time management skills

REQUIREMENTS:

- Minimum Education: Bachelor's Degree in Information Technology, Engineering or a related field
- Average 7-10 years prior IT experience required including supervision of technology systems (WAN, LAN, Applications, and Hardware).
- Experience in application development and IT project management.
- Experience in managing service providers in an outsource model; preferably an off-shore model.
- Specific experience in computer hardware and software systems to include operating systems and applications systems.
- Experience with Microsoft platform, preferably the Dynamics Platform in particular; Microsoft Dynamics CRM, Business Productivity Office Suite, and Dynamics Great Plains.

QUALIFIED APPLICANTS SHOULD FORWARD A RESUME AND COVER LETTER TO:

United Way of Massachusetts Bay and Merrimack Valley, Human Resources Coordinator,

51 Sleeper Street, , Boston, MA 02210. Fax: 617- 624-9114

email: humanresources@supportunitedway.org

For information on additional opportunities, please access our Web Site at www.supportunitedway.org

UWMB is an EEO/AA Employer with a Demonstrated Commitment to Diversity in the Workplace.