Position Title: IT Director
Position Reports To: CFO
Full-Time Equivalent: 100%
Status: Exempt
Positions Supervised: Department paid staff, volunteers, and contracted positions

Position Summary

The Director of Information Technology will lead Ride Connection's Information Technology team and is accountable for systems, and processes that are critical to Ride's mission. This includes: 1) responsibility for delivering large, funded projects; 2) facilitating and ensuring wise choices associated with all aspects of managed technology and data; 3) ensuring compliance with guiding principles for securing systems.

This position will work with a customer base that includes the Leadership Team and Directors (and their reports), responds to the needs of business units while facilitating a thoughtful approach to prioritization across those units, and balances needs and constrained resources when managing potentially competing expectations.

Core Accountabilities

Agency Values – Consistently demonstrate Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteers.
- Maintain collaborative relationships with Network Partners.
- Deliver safe, personalized and accessible transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Makes efficient use of the time and talents of others.

Initiative – Shows independence and ingenuity. Demonstrates creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

Strategic Leadership:

- Develop and execute multi-year roadmap for IT systems and the processes that support and secure them. Define guiding principles and initiatives and manage/track work against them. This includes but is not limited to; 1) standard software life cycle management; 2) risk mitigation associated with the age and supportability of system components; 3) increasing the maturity of data governance, analytics, and reporting infrastructure; 4) increasing the maturity of project governance processes; 5) increasing the maturity of project management and business analysis processes and methodologies.
- Organize and prioritize work that must be coordinated across teams. Collaborate with the leaders of these teams to establish appropriate governance functions and alignment of priorities.
- Serve as a subject-matter expert and trusted source to executive leadership and provide influence and consultation in the development of the larger organizational or business strategy.
- Promote and facilitate communications across the units as needed to ensure that work is aligned.
- Boil complex technical concepts down to simple language and asks the right questions of stakeholders to drive their approach to solutions.
- Engage with leaders or appointed individuals within other business units to recommend and implement work that improves accuracy, efficiency, and compliance.
- Observe evolving roles, responsibilities, and skill sets across teams and recommend / implement changes to improve overall function.

Operational Leadership:

This position is accountable for:

- Maintaining/managing a systems inventory and the security plan associated with it.
- Maintaining/managing basic systems/process documentation per supported unit.
- Cross team collaborations.
- Project proposal review and other aspects of project governance.

Management and Resource Development:

- Model and drive continuous learning and maintain a highly skilled and engaged workforce by overseeing the recruitment, selection, and development of talent; motivating and empowering teams; building organizational capacity and developing high potential employees for growth opportunities and advancement.
- Provide direct management, supervision, and coordination of IT staff
  - Setting and tracking per employee goals ensuring that performance and expectations align with and drive business objectives and results.
  - Providing coaching, mentoring, development, scope roles/projects, and performance management of direct reports.
  - Ensuring / enforcing respectful communication, sound processes and norms.
  - Challenging reports to remain current with technology and engage with peers.
  - Leading by example.
  - Ardently supporting career development and job satisfaction.
  - Encouraging true dedication to work while realizing the criticality of work-life balance.
  - Supervise the IT team, ensuring a cohesive team structure that aligns with Ride Connection's IT objectives.

Project Management / Business Analysis / Data Analysis:

- Serve as the IT Sponsor for all approved projects managed via IT resources.
- Lead the development of the overall programs, major timeframes, and the definition of its major deliverables to address the desired goals and outcomes.
- Partner with employees and functional teams across all levels of the organization to develop business solutions.
- Monitor and oversee the portfolio of projects to ensure compliance with budget, schedule, quality, process standards, and service level agreements.
- Work cross-functionally with business units to understand emerging customer and business trends that require enhancements or new products/features/services to be developed.
- Leverage expertise to create a clear vision of overall project goals and objectives.
- Lead regular interactions with key sponsors to inform, alert, negotiate and maintain a continuing good relationship and shared vision for the various programs.
- Provide oversight of data governance processes focusing on the quality, consistency, usability, and availability of information systems to the business and downstream systems.
- Establish and ensure appropriate governance functions for the programs in accordance with RC's policies and processes.
- Direct the creation and maintenance of the required program(s) documentation.

Budget / Procurement

- Participate in developing annual IT budget; monitor expenditures for appropriate levels and cash flow; approve budget expenditures on an ongoing basis.
- Negotiate agreements and contracts for products and services from technology partners, vendors, and service organizations.

Required Qualifications

- Bachelor's degree in Business Administration, Management Information Systems or related field
- Minimum of 5 years experience managing technical teams
- Minimum of 2 years demonstrated experience working with sound project management and business analysis methodologies and tools.
- Demonstrated professional judgement one would associate with a director level position.
- Excellent organizational and leadership skills with ability to think strategically, creatively and analytically.
- Demonstrated experience with data reporting systems infrastructure.
- Demonstrated familiarity with contemporary software development platforms/methods.
- Recognized accountability related to project process, communications, risk assessment, needs definition, work definition, status tracking, change management and overall project success.
- Ability to perform basic data analysis using standard tools and systems (i.e., SQL).
- Ability to navigate between several systems to integrate data/information
- Experience participating in business/data analyst services to include elicitation and documentation of requirements, participation in the translation of business requirements to technical and design requirements and managing product quality via testing and validation.
- Proven ability to adapt communications to a range of technical and non-technical audiences (Executives-Managers-Staff).

- An understanding of contemporary IT systems, network infrastructure and their interdependencies.
- Knowledge of compliance standards such as OITPA, HIPAA, FERPA, and data retention schedules, etc.
- Proven ability to influence and lead teams in an environment of competing interests and limited resources.
- Experience working with consultants in developing and implementing systems.
- Familiarity with common interface standards and technologies.
- Knowledge of business systems and practices.
- Personal Attributes:
    - Attention to detail, enthusiastic and a commitment to high professional standards in all areas of work.
    - Possess high level of professional credibility with the influencing skills required to develop strong alliances and partnerships both internally and externally through networking, political and relationship building.
    - Excellent communication skills: verbal, written, negotiation and presentation. Must be able to communicate technical and project management concepts in business-oriented terms.
    - Fosters connection by putting people first and building trusting relationships.
    - Strong independent and group decision-making skills.
    - Works well in team-oriented, collaborative and matrixed project environments.
    - Is self-motivated, self-directed, and has a desire to obtain broader business knowledge, technical understanding, and skills.
    - Has excellent analytical and creative problem-solving skills.
    - Can effectively prioritize and execute tasks while under pressure.
    - Has strong customer service orientation.
- Valid driver's license and reliable automobile, safe driving record and insurance coverage acceptable to RC's insurance carrier.
- Ability to pass drug screening and criminal history background check and/or fingerprinting as appropriate at any time during employment.

Preferred Qualifications

- Experience working with transportation programs for older adults and people with disabilities in relation to information technology
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Extensive use of the computer
- Office environment
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds
- Extensive visual involvement

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.