

RIDE CONNECTION POSITION DESCRIPTION IT DIRECTOR

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

Position Summary

Responsible for the organization's information technology infrastructure & supervises IT staff to ensure new & existing projects are accomplished in accordance with the organization's strategic goals/objectives. The IT Director must be a strategic thinker. Included in the responsibilities are several, high-priority, high risk, mid-sized information technology projects that: rely on new and varied technology development; have significant impact on the Information Technology infrastructure of the organization and the network of transportation service partners; are critical to maintaining Ride Connection's goals and vision for the network, while delivering cost effective and architecturally compatible information systems solutions which meet Ride Connection's organizational needs. The IT Director must be able to work both independently as well as cooperatively within Ride Connection's team environment to complete projects and tasks.

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

- Responsible for and manages network and organizational intelligent transportation system (ITS) projects that include but are not limited to the following themes: customer service improvement, data quantity and quality, efficiency, collaboration, and innovation
- Responsible for IT Specialists, IT Data Manager, volunteers, and/or contractors
- Analyzes on an ongoing basis technology systems for efficiency, data quality and other key metrics
- Provides strategic guidance to the organization and network regarding technology issues related to ITS
- Assists with compiling data for grant or fundraising applications as appropriate
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Possesses up-to-date knowledge of ITS
- Manages technology systems both purchased and open source including but not limited; to service data base, WiseGuide - customer assessment system, report manager, asset management system, server system, back-ups systems, phones and technology supporting remote access and other software that provide connectivity to systems and data.
- Oversees and monitors dispatching and scheduling software
- Keeps up-to-date on new technologies associated with dispatch, scheduling and AVL/Mobile Data
- Supervises and coordinates troubleshooting, diagnosing and resolving application, database, server and phone system problems
- Assists staff in determining if resolution will occur internally, with Ride Connection administration or with contracted IT specialists if necessary
- Supervises to ensure routine maintenance is proactively performed for the IT infrastructure by the IT staff and contractors
- Assists staff in working with IT contractors to ensure that they are performing as required under contract
- Supervises new IT projects that support Ride Connection and its network of service partners' service delivery mode
- Communicates recommended paths of implementation to the Executive Director

- Provides necessary documentation to define recommendations and garner approval
- Staff project teams with the appropriate skills; identifies, organizes and coordinates teams to implement and carry forward information system goals
- Participates in special projects and internal process improvements
- Identifies, researches, and resolves technical problems
- Assures that no overtime worked will be performed by non-exempt employees without permission, if applicable
- Provides additional support and expertise as required
- Attends agency staff meetings, management meetings and Board/committee meetings as required
- Represents Ride Connection in a professional manner to our service partners, Board members, funders, and the community
- Effectively communicates the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Adheres to current Ride Connection Personnel Policies.
- Performs other duties as assigned

Required Qualifications

- BS degree in related field or four to six years of progressively responsible Information Systems management experience, or the equivalent combination of education and/or relevant experience
- Working knowledge of: New concepts and developing advancements in Information Systems; system development methodologies; relational database (i.e. RouteMatch, Raiser's Edge or other similarly structured databases), client-server, internet, and cloud concepts; software engineering principles; developing technical plans and recommendations; system analysis techniques and tools; design concepts, techniques and tools; testing techniques and tools; MS Word, Excel and PowerPoint
- Proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing

- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Must have access to reliable transportation for employment purposes which may include evenings and weekends. If using personal vehicle, must maintain proof of auto insurance and comply with State regulations
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to pass a National Criminal Record Check which includes fingerprint identification

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.