

Executive Director, IT and Digital Transformation Job Description

Job Overview

The Executive Director, IT and Digital Transformation (ED) is responsible for the overall planning, organizing, and execution of all IT operational functions and directs programs across ATD's IT infrastructure, enterprise systems, digital and data solutions. The ED is responsible for the continuous improvement and scalability of technology and maximizes the effectiveness and security of the IT infrastructure. This position serves on the President's Leadership Team Plus (PLT+) and works closely with the executive leaders and business process owners to provide effective and cost-efficient information systems that enable Achieving the Dream's strategies, programs, and operations. Providing regular strategic and operational reports to the President/CEO, this position provides transformative leadership to instill a culture of proactive service into the IT organization. This position is based in the Silver Spring, MD headquarters and provides technology leadership and support to ensure that employees can access systems remotely.

Duties and Responsibilities

Strategic Leadership & Planning (30%)

- With PLT+ leaders, co-develop and maintain short and long-term IT systems planning, ensuring current and planned technical architecture, investments and solutions are aligned with ATD's strategic objectives and capacity planning.
- In support of strategic plan initiatives, collaborate with operational leaders to implement and standardize IT business processes and use of new technologies.
- Oversee ATD's data, digital, and web technology needs recommending cost-effective and integrated solutions.
- Contribute to ATD's knowledge management strategy, working across the organization to optimize implementation of strategy.
- With Research and Assessment team initiatives, co-manage the cross functional utilization of data and web technology solutions to transform use of business analytics.
- Monitor how evolving technology trends impacting current and future business demands.

Technology Infrastructure Implementation, Management, and Support (30%)

- Manage IT infrastructure, systems & processes including maintenance and implementation of hardware and software applications.
- Manage disaster recovery planning ensuring successful technology enablement and capacity management.
- Plan and implement a fiscal year budget for prioritized IT technical assistance, capital and operational expenditures.
- Evolve an IT governance framework including development of IT policies and procedures and



oversight of the IT Governance Committee.

- Negotiate, manage, and monitor technology vendor and contractor relationships and agreements to deliver company-wide, outcomes-based specialized services.

Salesforce and Oracle NetSuite Enterprise Systems (10%)

- Oversee the development and implementation of improved solutions and management of ATD's Relationship Management (Salesforce) and Financial (NetSuite) systems through Salesforce Business Analyst FTE and third-party partnerships.
- Coordinate review and release of Salesforce and third-party managed package changes with impacted IT, QA and Business Partner teams.
- Provide thought-leadership in critical systems technology utilization, helping to define approaches that maximize performance.

Application Management (20%)

- Provide IT support for all applications and technologies, including ATD's Finish Line Game.
- With third party vendors, co-design and integrate cloud-based applications together to maximize the advantages of automation to improve overall organizational efficiencies.
- Provide IT support for the ongoing expansion of technical implementations of cloud-based platforms as driven by strategic plan needs.
- Champion the integration of productivity tools to support business operation efficiency and effectiveness.

Help Desk Management (10%)

- Ensure that organization has 24/7 on-call support for all employee user experience technical support functions including troubleshooting and resolving live service delivery event, software, hardware, and infrastructure issues with the tech support FTE.
- Provide IT support, oversee, and manage the deployment, upgrade, and support of all IT equipment including laptops, tablets, monitors, printers, and mobile devices for remote, hybrid, and onsite staff.

Skills/Qualifications/Experience

- BA/BS and a minimum of 7 or more years of experience managing an IT function in a hands-on capacity.
- Experience with transformation to a digitally enabled environment.
- Expert knowledge with cloud-based platforms (e.g., Salesforce, Canvas, NetSuite, WordPress, Expensify, Credly, Cvent, Hubilo, Pathable, Microsoft Azure, Microsoft Office 365 Enterprise E3/5, Acuity, Smarten Spaces, Conga Suite, Zoom, Wrike, Plectica, LucidChart, eShow, SurveyMonkey, Qualtrics, Skyvia, Social Press Kit, MailChimp, Vimeo, Marketing and Public Relations technologies, Fax.Plus, Carbonite, CodeTwo)
- Expert knowledge with network environments (LAN, WAN, WLAN, modern cloud and on-premises network topology configurations, UC, ISPs, DNS, high availability, email protocols, NetOps, some A/V)
- Expert knowledge with security environments (NIST; endpoint, edge, cloud, and on-premises hybrid topologies; BRaaS, SecOps, SAML, SSO, MFA/2FA)
- Expert knowledge with Enterprise Architecture environments (business analysis, system design thinking, TOGAF, data architecture and engineering)



- Expert knowledge with Software Development environments (Godot, Loadster, LAMP, JSON, Microsoft Office VBA and macros, CSV, API, Connectors, workflow, integrations)
- Knowledge of Business Continuity and Disaster Recovery planning, awareness, and delivery
- Familiarity with [CGEIT] Risk and Change Management best practices.
- Knowledge of nonprofit business models preferred.
- Ability to manage vendors and negotiate contracts.
- Expert knowledge in designing and implementing effective IT and security policies.
- Ability to think strategically, drive for results, and build and manage a high-performance IT team.
- Strong project management skills and ability to complete projects on time.
- Strong problem-solving skills with the ability to translate analytic data into strategic ideas, and technology issues into technical solutions.
- Knowledgeable about information management, methodologies to support the evolution of data capture, quality control, storage and output processes on an IT Maturity Model.
- Be highly organized and able to multi-task, be flexible and perform in a fast-paced environment.
- Must have excellent interpersonal skills and effective in interfacing with internal and external stakeholders.

Core Competencies

Collaboration: Demonstrates respect, humility and willingness to collaborate when seeking to understand others and making decisions.

Disciplined Execution: Has the ability to break down big picture work goals into management tasks; has the foresight to anticipate potential roadblocks in order to ensure timely completion of tasks and projects.

Effective Communication: Ability to actively listen and thoughtfully question in order to create greater understanding and to offer insights that advance problem-solving.

Learning Orientation: Embraces challenges, new ideas and different perspectives as an opportunity to learn; continually seeks out and applies new learning to activate change or improvements.

Systems Thinking: Defines the system and one's role in the system. Sees relationships and the dynamic elements of the holistic system and executes work accordingly. Influences the system and maps connections to ATD's external landscape.

Change Agent: Serves as an agent of change at a personal, team, and organizational level to pursue outcomes for students. Adapts as the environment changes, while managing associated risks. Motivates staff, team, organization, and partners to activate the change needed to advance defined priorities.

Culturally Competent: Models appreciate inquiry to gain understanding and awareness of others' cultural identity and practices. Creates safe and constructive forums for sharing diverse perspectives and opinions.

Emotional Intelligence: Demonstrates self-awareness and self-regulation and recognizes impact of personal behavior on others.



Position Details

Position Type:	Full Time, Exempt
Grade Level:	10
Target Range:	\$160,000 - \$170,000
Reports To:	Executive Vice President
Work Location:	Silver Spring, MD
Travel Required:	Minimal

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.

Equal Opportunity Employer

ATD is committed to creating and maintaining a diverse work environment and is proud to be an equal opportunity employer. Employment policies and decisions at ATD are based upon merit, qualifications, performance and business needs. All qualified candidates will receive consideration for employment without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical conditions related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally protected genetic information, marital status, veteran status or sexual orientation.

