



CATALINA ISLAND CONSERVANCY

A responsible steward of its lands through a balance of conservation, education and recreation

JOB DESCRIPTION

POSITION: Director of Information Technology

REPORTS TO: Chief Financial Officer

STATUS: Exempt-Full Time

UPDATED: June 2022

DEPT: Administration

POSITION SUMMARY:

Catalina Island Conservancy seeks a Director of Information Technology to successfully operationalize the IT functions of the organization. This includes management and maintenance of hardware and software resources, developing and administering IT procedures and protocols to ensure safety and security of IT assets, integrating, and maintaining systems and implementing new technology initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in developing and implementing information technology strategies that support the current and future needs of Catalina Island Conservancy. Develop thoughtful implementation proposals that balance short vs. long-term cost, time investment, and organizational needs. Implement the execution of approved plans.
- Recommend improvements to information technology systems, policies, and procedures by evaluating cost and productivity, and identifying problems, evaluating trends, and anticipating requirements.
- Ensure maintenance of key best practice protocols in IT systems management, including back-up procedures, information security and control structures. Oversee data and compliance protocols to protect intellectual assets of the organization.
- Assist in the organization's IT and capital budgets and ongoing expenditures. Forecast requirements, schedule expenditures, analyze variances and initiate corrective action as needed.
- Manage the IT infrastructure (including hardware and software) and ensure that these systems work for our offices in various locations, and for our remote staff. Provide primary oversight of the daily technology support operations for the organization.
- Build and implement information technology policies and procedures that work for a diversified organization. Document and train staff on technology systems and procedures.
- Manage and leverage consultants to execute work outside the scope of skills internally available.

- Lead IT projects, and take responsibility for executing project deliverables, including the design and deployment of new IT systems and services, document management system, and helpdesk for both IT and non-IT departments
- Support selection and implementation of IT systems that would be primarily managed by other functions (e.g. Accounting and reporting software, project management system, POS software, development software)
- Assist in the development of a clear cyber security policy and drive the implementation of that policy across the organization.
- Assist in building a culture that embraces continuous improvement.

REQUIRED QUALIFICATIONS:

The position requires strong working knowledge of IT systems and structures, oversight experience of the IT technical support function. Including customer service training and orientation, and the ability to execute and implement IT projects.

EDUCATION/EXPERIENCE:

- Bachelor’s degree with a focus in computer science, information technology, technology management or relevant field.
- Minimum three years of experience; five to seven years of experience preferred. Prior supervisory experience preferred.
- Previous experience building technology infrastructure and leading technology projects for growing organization.
- Experience leading and managing an IT department or team supporting multiple locations.
- Project Management certification or experience highly desirable.
- Experience with the managing cloud-based software preferably Office 365 and SAP/Concur. Experience of migrating data to the cloud.

SKILLS AND CORE COMPETENCIES:

- Exemplary interpersonal and customer service skills. The ability to collaborate with staff at all levels to develop plans, report progress on issues and skillfully facilitate problem resolution. Maintain high expectations for end-user communication and issue resolution.
- Strong organization skills and attention to detail.
- Outstanding work planning and project management skills.
- Understands and is passionate about technology and implementing best practices in a non-profit setting.
- Adaptable and flexible – ability to shift priorities between existing projects and team/organizational needs.
- Maintain knowledge on IT best practices, new technology solutions, and emerging IT security threats that might be relevant to our operations.

DEMANDS:

- This position will require frequent visits to Catalina Island or Long Beach offices, as such, employee must be able as needed, periodic overnight stays may be required.

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions for this job: Primary work location has moderate noise levels and is a non-smoking environment.
- 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 authority of the job duties are performed in an office environment; crossing rough pavement, climbing stairs, and the employee must occasionally lift and/or move up to 25 pounds.