



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

1844 YMCA JOB DESCRIPTION

Job Title: **Director of Information Technology**

FLSA Status: Exempt

Start Date: Feb/March 2021

Position Type: New Position

Pay Range: \$70,000 - \$120,000

Reports to: Executive Director

Revision Date: January 2021

Location: Fulltime Remote (some limited travel may be required to customer Ys)

YMCA Mission: *To put Christian principles into practice through programs that build healthy spirit, mind & body for all.*

Salary is \$70,000 - \$120,000 per year based on experience and availability. This position is year-round, full-time exempt and includes generous medical, dental, vision, life, long term disability insurance options, paid vacation, and sick and holiday time. We provide contributions of 10% of your salary to the YMCA Retirement Fund for eligible staff.

We were founded as the Young Men's Christian Association in 1844. But today, we are The Y, an association that values, and is made stronger by, its diverse people. At the 1844 YMCA, we are committed to equal opportunity employment regardless of gender, age, disability, ethnicity, sexual orientation or religious affiliation.

POSITION SUMMARY:

This position is responsible for the leadership of the Information Technology team and all IT service delivery for the MSO clients. This role will have the unique opportunity of building a team from the ground up and helping define the scope of services.

The best candidates for this position are customer-service driven individuals that have a breadth of experience and are willing to step in and get work done in addition to managing a team. Candidates should have experience in desktop support, standing up and managing cloud services (IaaS, PaaS, and SaaS), cybersecurity best practices, software integration, systems administration, database management, and troubleshooting. Above all there is a need for multi-tasking and having a relentless spirit of customer service.

Emphasis shall be on maintaining the highest level of customer service while working cooperatively with on-site Y staff across the wide customer base. The incumbent ensures success by directing the day-to-day department's operation, leading and supervising staff to achieve shared goals while operating within established business operations, procedures, and SLAs.

ORGANIZATION OVERVIEW:

1844 YMCA is an exciting new venture sponsored by the SW Alliance of Ys and Y-USA that will operate as a fully independent nonprofit entity. The 1844 YMCA is focused on providing outsourced administrative services to YMCA associations across the US

including finance, human resources, marketing, information technology, risk management, member management, and facilities management.

There is already a strong customer pipeline ready to go, and the plan is to start onboarding customers on 4/1/2021. This is a great chance to help build an organization from the ground up.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day.

We are welcoming: we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

QUALIFICATIONS:

- Five or more years of related experience with progressive responsibility in managing IT functions.
- Five or more years' experience with hands on technology management, configuration, and troubleshooting.
- Proven knowledge, experience and leadership skills to recruit, train and supervise a high-performing team.
- Displays an entrepreneurial spirit and interest in creative problem solving in a start-up environment.
- Demonstrated experience dealing with confidential information to maintain the highest degree of privacy.
- Proven ability to prioritize workload and take direction from multiple sources.
- Showcases consistently professional interpersonal skills, public relations, and communication skills via telephone and in writing and have sound and independent judgment, plus proven ability to make sound decisions.
- Possesses the ability to communicate effectively with all types of people including members, staff, direct reports, volunteers, and supervisors.
- Proven ability to handle issues professionally with a cooperative spirit committed to character development by promoting and demonstrating caring, honesty, respect and responsibility to staff, lay leaders, YMCA members, program participants and the general public.

ESSENTIAL FUNCTIONS:

- Manage the day-to-day IT Support of all MSO customers.
- Manage and track work orders (tickets) for all IT service, incident, and change requests.
- Directly work and resolve support tickets for customers.

- Develop strategic and tactical IT plans for both the enterprise MSO services and for each individual customer.
- Meet with customer leadership teams to ensure that all IT needs are being met and that the defined SLA is being met.
- Lead the onboarding of new MSO customers in the IT service area.
- Support the onboarding of new and existing customers of other functional MSO service areas.
- Provide IT support for MSO staff members.
- Lead PCI compliance audits for customers.
- Experience in maintaining and decommissioning legacy systems.
- Develop IT metrics dashboard for both IT Operations and cybersecurity.
- Help develop and implement IT service offerings at varying levels and costs that will meet the needs of MSO customers.
- Manage and support delivery of software and hardware operations and projects.
- Develop staffing model that will meet the growing needs of the MSO as the customer pipeline is built out.
- Ensure that the Executive Director is regularly informed of all customer and staff issues.
- Incorporate the mission and four core values of the YMCA in all communication with participants and co-workers.
- Handle all other duties, as assigned.

YMCA COMPETENCIES (Team Leader):

- Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.
- Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors' communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.
- Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.
- Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

PHYSICAL AND MENTAL REQUIREMENTS:

Essential functions are the fundamental job duties, meaning the position exists to perform the function; there is a limited number of employees among whom the performance of the function can be distributed; and/or the incumbent is hired for expertise or ability to perform the function due to its high specialization. The Americans with Disabilities Act of 1990 (ADA) and associated Federal regulations protect qualified individuals with disabilities from discrimination in all areas of employment. To be considered qualified, an individual must be able to perform the essential functions of a position, with or without reasonable accommodation. It is important that the physical tasks associated with the essential functions be identified appropriately so that persons with disabilities can determine if any accommodation is necessary.

General Physical Requirements

- Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Physical Activities List

- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing: Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication, and make fine discriminations in sound.

Visual Acuity

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; expansive reading; visual inspection involving small defects, small parts and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

Working Conditions

- The worker frequently is in close quarters, crawl space, shafts, man holes, small-enclosed rooms, small sewage and water line pipes, and other areas, which could cause claustrophobia.
- The worker is required to function in narrow aisles or passageways.

Employee's Name (Printed)

Employee's Signature

Date