

Director of Information Technology

Job Description

Reports To:	Chief Financial Officer
Supervisory Responsibilities?	Yes
FLSA Classification	Exempt
Work Status	Full Time
Effective Date	December 2023
Revision Date(s)	

POSITION SUMMARY

The Director of Information Technology (IT) will work to advance the strategic and overall objectives related to the use of technology and data throughout the organization. The Director of IT will work closely with all functional areas (Operations, Programs, Development, Finance) in all locations (New Orleans, Lafayette, Lake Charles, Houma) to understand, develop, and condense complex data sets into structured data streams using current and future software programs, data warehousing, and business intelligence tools so that information can be easily accessed, trends identified and to make timely business decisions.

Second Harvest Food Bank (SHFB) believes that each employee makes a significant contribution to the success of the company; that contribution should not be limited by the work identified, assigned tasks, and overall responsibilities. Each employee is expected to offer his/her talents, expertise, and services whenever necessary to ensure the achievement of company goals.

ACCOUNTABILITIES

- Lead evaluation of decisions related to technology standards, infrastructure, systems, security, policies, training, and communications.
- Coordinate the evaluation, recommendation, deployment and management of current and future IT systems across the organization; ensure staff has access to and knowledge of appropriate tools to work efficiently and effectively.
- Understand the 10-year strategic goals and connect those to data being collected, analyzed and communicated across multiple platforms.
- Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources; identify areas where new software or hardware solutions can increase business efficiency, security and reliability.
- Manage and improve systems and data integration, data warehousing and reporting systems; assist in the development of structured and ad hoc reporting.
- Stay up to date on technology trends and best practices; access expertise throughout the food bank network and Feeding America national office.
- Assist in other SHFB responsibilities as assigned to meet company needs.
- Participate in meetings and committees as appropriate.
- Comply with all SHFB policies and procedures.

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- Maintain a professional, positive, and courteous demeanor.

QUALIFICATIONS

Education: Bachelor's degree from accredited institution in Information Technology, or Business Administration with an emphasis on IT.

Experience: Five plus years' experience leading an organization-wide IT program. Expert working knowledge of Microsoft applications, and experience working with a variety of systems such as constituent relationship management (CRM), fundraising, accounting, budgeting, inventory and warehousing, and fleet routing. Experience working in the non-profit environment a plus.

Skills and Capabilities

The ideal candidate will possess many of these professional and personal abilities and attributes:

- Strong work ethic with an orientation towards action, innovation and process improvement.
- Ability to communicate complex information clearly and effectively, both written and verbal.
- Ability to handle multiple projects, plan, organize and work under pressure to meet deadlines required.
- Capable of higher-level thinking and planning while also able to execute and trouble-shoot on a day-to-day basis.
- Strong project management skills, and ability to manage new initiatives.
- Strong interpersonal skills with a focus on customer service.
- High degree of professionalism and flexibility, highly motivated and structured.
- Committed to organizational mission to ending hunger.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be may be considered in lieu of education and/or experience at the company's discretion.

WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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This position operates primarily in an office setting. This position requires sitting at a desk or in meetings for long periods of time and involves extensive computer work with frequent interruptions. Some travel between warehouse locations will be required. Occasionally, warehouse duties for repack or salvage may be required as well as the need to respond to issues outside of normal working hours (e.g., special events, disaster response, etc.). The employee may be required to push, pull, lift, and/or carry objects. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment.

By signing below, I acknowledge that I have read and understand this job description.

Employee's Printed Name

Employee's Signature

Date

The above statements are intended to describe the general nature and level of work performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills. This job description does not constitute an employment agreement/contract between SHFB and the employee and is subject to change as the needs of the company and requirements of the job change.