

## **Director, Technology**

### ***Our Foundation***

Helios Education Foundation believes every individual in Arizona and Florida should have the opportunity to attend and be prepared to succeed in postsecondary education. In order to create those opportunities, the Foundation strategically partners with organizations and institutions to improve student academic preparedness across the education continuum and to foster a high-expectations, college-going culture for all students.

The Foundation views its role as much more than a grant-making organization, but as an actively engaged partner, working in communities across Arizona and Florida contributing its expertise and resources to improve education systems and set more students on a path to completing a postsecondary degree. The Foundation's mission-focused external work is driven by senior leadership in conjunction with the Community Engagement and Strategic Partnership teams ("Community Engagement"), the Community Impact and Learning Team ("Community Impact"), and the Government Affairs and Public Policy team ("Government Affairs").

Partnerships are cultivated and strategically aligned to advance the Foundation's Arizona Latino Student Success and Florida Regional Student Success initiatives and its priorities across the Education Continuum in Arizona and Florida.

### ***The Position (located in Phoenix, Arizona)***

The Director focused on Technology contributes to the Finance and Administration team goals by working to ensure the Foundation and the Helios Education Campus has a streamlined operation for all information technology and audio-visual operations in alignment with the business objectives of the organization. This position, in conjunction with selected technology partners and consultants, will plan, coordinate, direct, IT, AV and all technology related activities of the organization and its facilities. These duties include providing technological (information technology and audio-visual) direction and support to the Foundation and Helios Education Campus. The position will work closely with senior management to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization. This position reports to the Chief Financial Officer.

### ***Candidate Attributes:***

- Proven experience as in Technology management/lead or similar role
- Demonstrated understanding of computer systems, security, network and systems administration, databases and data storage systems, audio-visual and telecommunications systems
- Experienced in analysis, implementation and evaluation of IT/AV systems and their specifications
- Proven leadership and management skills supervising staff members with varying technical expertise
- Proficient communication skills both verbally and in writing; communicating technical concepts to technical and non-technical audiences clearly and concisely

- Expert skill in managing and manipulating computer hardware, software and network operations and capabilities
- Leadership and coordination in the installation and maintenance of computer hardware and software
- Strategic thinker with the ability to integrate and deploy technology solutions to achieve Foundation goals and objectives
- Ability to delegate and consult with staff at all levels of the Foundation
- Comfortable with team success orientation
- Results-oriented mindset
- Strong alignment with Helios' culture, norms, behaviors and beliefs

***Responsibilities:***

- Collaborate with technology partners/consultants to lead technology operational and strategic planning including fostering innovation, planning projects and organizing and negotiating the allocation of resources
- Develop, implement and oversee all technology policies and procedures, including those for architecture, security, disaster recovery, standards, service provisioning and purchasing against Foundation goals, objectives and requirements
- Lead the Technology policy and compliance initiatives to assure the organization is within all standards of security and data management directives required
- Manage the process required for deployment, monitoring, maintenance, development, upgrade and support of all technology systems, including information technology, telecommunications, servers, PCs, operating systems, hardware, software, peripherals, audio-visual and office automation equipment
- Review security-related audits and responses to ensure timeliness and effectiveness of corrective actions
- Work with technology partners/vendors to define and recommend business and systems requirements for new technology implementations
- Benchmark, analyze, report on, and make high level recommendations for the improvement and growth of the IT/AV infrastructure, IT/AV systems and other technology
- Promote awareness of information security elements and establish appropriate training for the organization
- Manage the operational objectives pertaining to technological equipment and lifecycles
- Manage financial aspects of the technology department, including purchasing, budgeting and budget review
- Ensure information security risks are identified and managed
- Analyze information to determine, recommend, and plan layout for computers and peripheral equipment, or modifications to existing equipment and systems to ensure capability for project or workload, efficient operation and effective use of allotted space
- Provide oversight for the planning, coordination of set-up, and operation of audio and video equipment in all venues
- Manage and provide oversight for end-user services, including help desk and technical support services
- Establish and drive business continuity and disaster recovery plans
- Ensure the management of technology systems and accurate documentation of IT and AV equipment or component failure, repair, installation, and removal instances

- Create and manage an asset management plan for technology hardware, software and equipment
- Manage vendor, outsourcer and consultant contracts and service agreements
- Maintain and provide oversight for mobile/cellular contracts and services for operation of devices

Bachelor's degree in computer science, management information systems, engineering or similar related field and at least five (5) years direct experience in working in Technology (information technology and audio visual) operations, with a minimum of two (2) years' experience directly supervising technology teams and managing operational aspects of technology. Additional technical certifications are highly desirable.

### **COVID-19 Considerations**

Effective October 1, 2021, Helios Education Foundation's policy will require all employees and newly hired employees in a Helios Education Foundation office to be fully vaccinated against COVID-19, with limited exceptions for medical conditions and sincerely held religious beliefs.

Should you have questions on this policy or want to discuss an exception, please contact Human Resources. We will continue to monitor the applicable health and safety guidance and will adjust this policy as necessary and prudent.

To apply, send a cover letter and resume to Ms. Noel McClain, Director, Human Resources, at [hr@helios.org](mailto:hr@helios.org) (subject line "Director, Technology - Search"); or Helios Education Foundation, 4747 N. 32<sup>nd</sup> Street, Phoenix, Arizona 85018. First review of candidates will occur no later than November 12, 2021. Candidate credentials will be reviewed as they are received. Only candidates selected for an interview for this position will be contacted by the Foundation.