



Center for Families and Children
Vacancy Announcement

* The Center For Families And Children Is An Equal Opportunity Employer*

Director of Information Technology

September 8, 2005

Applications are being accepted for the position of **Director of Information Technology** at the Center for Families and Children. This is a full-time Official/Manager position in the non-bargaining unit. The position is located at the Center's Administrative Office located at 4500 Euclid Avenue.

APPLICATION DEADLINE/CLOSING DATE:

- External Applicants: Friday, September 23, 2005
- Internal Applicants: Friday, September 16, 2005

JOB SUMMARY:

The Director of Information Technology is responsible for the overall strategy and operation of the Center for Families and Children's (CFC) information technology (IT), which includes computer hardware and software systems and telecommunications systems. This position reports to the Chief Financial Officer and supervises a staff of five. This position assures that the IT services and systems provide information to respond to internal and external requirements and works in partnership with CFC's officers, managers, staff and funders. They develop and improve communication and data capabilities with a focus on customer service and cost effectiveness.

JOB DUTIES:

- Serves as CFC's Security Officer. Is responsible for establishing and enforcing policies relative to security and privacy of computer systems, networks and telecommunications. Ensures that confidentiality of data is maintained by IT personnel and that appropriate security measures are maintained throughout the Agency.
- In conjunction with CFC's strategic plan, develops a moving strategic IT plan (three to five years) for CFC, including evaluating current technology trends and relevant IT surveys and performing periodic

needs assessments.

CFC Vacancy Announcement – Director of Information Technology

- Oversees CFC's computer operations and ensures a 24/7 high quality functioning system. Directs and coordinates the maintenance of hardware and software programs to ensure efficiency. Is responsible for the design and installation of computer and telecommunication systems and any respective interfaces for the administrative office, satellite locations and remote users. Manages the help desk.
- Manages the gathering, analysis and reporting of IT data; assists CFC staff in reviewing data and processing requirements, as needed. Assures that system data can be extracted in a timely and readable manner in accordance with external requirements and utilized by internal personnel in a cost and time effective manner.
- Maintains current knowledge of developments and directions in the IT field. Prepares and presents IT reports to the officers and Board of Trustees of CFC, addressing opportunities and issues surrounding IT within the organization. Is the staff liaison to the IT Committee.
- Supervises the IT department personnel and outside service providers. Creates and manages the IT budget. Coordinates purchases of IT system and telecommunications equipment through vendors.
- Performs other tasks as directed.

JOB QUALIFICATIONS:

- Minimum of 5 years management experience which includes extensive knowledge of the information technology environment (i.e., application software, systems and architecture; LANs; WANs; server services, hardware, software, systems and architecture; telecommunication services, hardware, software, systems and architecture; virtual, local and global connectivity; firewalls; security; monitoring tools; diagnostic tools; web environments; facility setup including power, cabling, environmental; financial controls [including operational and capital budget setup and adherence; bill review; contract, maintenance and lease agreement tracking and management; asset management]; implementation of application development; and operational best practices, standards, policies and procedures).
- Must have a strong and proven leadership style and approach with the ability to positively influence and inspire resources to get the job done and deliver the desired end result. Must have technical and conceptual skills and the ability to understand the operational needs of CFC. The candidate should be innovative and have the ability to translate CFC's opportunities into cost effective technology solutions to advance the company's productivity and expense mitigation strategies. A proven track record of building solid and productive working relationships with all levels of staff is desired as well as experience in building, selling, communicating and executing approved IT strategies and projects.
- Must have the ability to establish strategies, goals, requirements and expectations definitions; perform contract reviews and negotiation, product and service evaluation, selection and implementation, service level reviews, staff augmentation as needed and partner performance and end result reviews. Must have experience in effectively managing third party vendors.
- The ideal candidate should be proactive, high energy, multi-tasking, creative, adaptable and results driven, and possess strong professional ethics, excellent oral and written communication skills, a strong team orientation and a collaborative style and approach.

- **CFC Vacancy Announcement** – Director of Information Technology
- Oversees CFC's computer operations and ensures a 24/7 high quality functioning system. Directs and coordinates the maintenance of hardware and software programs to ensure efficiency. Is responsible for
- the design and installation of computer and telecommunication systems and any respective interfaces for the administrative office, satellite locations and remote users. Manages the help desk.
- Manages the gathering, analysis and reporting of IT data; assists CFC staff in reviewing data and processing requirements, as needed. Assures that system data can be extracted in a timely and readable manner in accordance with external requirements and utilized by internal personnel in a cost and time effective manner.
- Maintains current knowledge of developments and directions in the IT field. Prepares and presents IT reports to the officers and Board of Trustees of CFC, addressing opportunities and issues surrounding IT within the organization. Is the staff liaison to the IT Committee.
- Supervises the IT department personnel and outside service providers. Creates and manages the IT budget. Coordinates purchases of IT system and telecommunications equipment through vendors.
- Performs other tasks as directed.

HOW TO APPLY:

- Internal candidates must submit an **Internal Applicant Bid Form** and a **CFC Application for Employment**. Both forms may be obtained by request from the Human Resources Department. A current resume may be submitted in place of an Application for Employment. Mail, fax or email requested materials to:

**The Center for Families and Children
Human Resources Department
Attention: Director of IT
4500 Euclid Avenue
Cleveland, Ohio 44103
HR Fax #: (216) 432-7257
HR Email: careers@c4fc.org**

FOR ADDITIONAL INFORMATION CONTACT:

Kimberly A. Moss, Manager of Recruiting and Employee Development
(216) 432-7200, ext. 265 – Office and Voicemail
kmoss@c4fc.org

*** THE CENTER FOR FAMILIES AND CHILDREN IS AN EQUAL OPPORTUNITY EMPLOYER***