**GROUNDED SOLUTIONS NETWORK**
strong communities from the ground up

| **Title:** Director of Technology Operations | **Reports to:** Chief Operating Officer |
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| **Department:** Technology Operations | **Status:** Full-time, Exempt |

## About Us

Grounded Solutions Network is a national nonprofit dedicated to shaping communities to be equitable, inclusive and filled with opportunity for all. Where we live matters. It determines what opportunities we have and how our kids grow up. Everyone should be able to live in a place that offers opportunity: access to jobs, parks, public transit, quality schools and stable homes. Strong and inclusive communities provide the foundation that people and families need to thrive, both in the present and for future generations.

As a national membership organization, we support nonprofit and government practitioners, community resident leaders, advocates, elected officials, and other housing professionals with the tools and knowledge they need for success. We promote the creation and preservation of quality housing that remains affordable for generations. Our work specifically targets creating and expanding housing with lasting affordability, using a racial equity lens.

Grounded Solutions Network is committed to fostering an organizational culture rooted in critical thinking and consciousness about race and class. We seek candidates who are dedicated to achieving racial equity as both a process and outcome. We are committed to building a staff team that is as racially and culturally diverse as the communities that we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

## About the Position

Grounded Solutions Network is looking for a Director of Technology Operations to join our organization. This is a key leadership role responsible for overseeing and optimizing the technical infrastructure and operations within the organization. The Director will be responsible for managing the Technology Operations department, liaising with other departments to ascertain their technological requirements, and developing solutions that are aligned with organizational objectives. The Director will play a pivotal role in assessing and addressing the technology needs of the organization, providing strategic recommendations to key stakeholders. This role will support an organization with a budget of $8.5M and 27 current FTE, with 11 additional positions funded in 2024.

The ideal candidate should possess a deep understanding of emerging technologies, a commitment to security and compliance, and a collaborative mindset to foster effective cross-functional partnerships within the organization. Strong analytical and problem-solving skills, coupled with the capacity to inspire and mentor a CRM Database Administrator, are essential for ensuring the seamless integration of cutting-edge data technologies into the broader IT infrastructure. The Director is expected to come into the role with basic understanding of racial equity values and the humility to join a team committed to continued learning about how the legacy of structural racism shapes housing, community development finance, and all of our industry interactions.

**Key Responsibilities:**

The Director of Technology Operations is tasked with maintaining technology operations, overseeing data strategy and management, leading technical infrastructure planning, and ensuring security and compliance. The Director will foster a customer-centric culture, placing a high priority on meeting the needs and ensuring the satisfaction of internal stakeholders. A successful candidate will balance the need to standardize systems with being collaborative in finding unique solutions based on programmatic teams' needs. Additionally, they will establish processes and oversee administrative tasks for resource allocation and project timelines.

**Technical Infrastructure Planning and Execution**
- Maintain technology operations, including systems administration, network management, telecommunications management, system and data security, system and data backup, and emergency recovery plans.
- Research, evaluate, and advocate for the adoption of innovative systems and tools that enhance productivity, collaboration, and impact in alignment with the organization's goals and mission.
- Develop a roadmap for IT infrastructure projects, factoring in the unique requirements of data architecture and Salesforce CRM, including standardizing systems to accommodate evolving needs and technologies.
- Working with a Managed Services Provider (MSP), overseeing the setup and maintenance of hardware components, ensuring reliability, scalability, and adherence to industry standards.
- Implement proactive measures for hardware optimization and performance monitoring.
- Design infrastructure solutions with scalability in mind, anticipating and accommodating future growth and technological shifts and collaborating with each department.
- Provide excellent customer service and technical support to staff, ensuring their technological needs are met swiftly and effectively and maintaining a high level of satisfaction.

**Data Strategy and Management**
- Lead the identification of key business data requirements and collaborate with stakeholders to align data initiatives with strategic goals.
- Establish and enforce data governance policies to maintain data quality, integrity, and security.

**Security and Compliance Oversight**

- Lead the development and implementation of comprehensive security strategies to protect data and IT infrastructure from cyber threats.
- Conduct risk assessments and develop proactive security measures to mitigate potential vulnerabilities.
- Conduct regular audits and assessments to ensure compliance with relevant industry standards and regulations.
- Maintain comprehensive documentation of security measures and compliance protocols.
- Generate regular reports for stakeholders, highlighting the status of security measures and areas for improvement.

**Team Management and Administration**

- Manage a CRM Database Administrator, who will offer project coordinating support to the department and work closely with the Director to execute key department initiatives and tasks.
- Identify and establish team processes and infrastructure for better communication, coordination, and knowledge retention.
- Oversee departmental functions, including resource allocation, budget planning, and project timelines.
- Manage third party contractors, including MSP.

**Qualifications for Entry into this Position:**

Grounded Solutions values diversity in our team, welcoming candidates from all backgrounds, identities, and experiences. We encourage individuals of color, diverse gender identities, those with disabilities, and LGBTQ+ applicants to apply. Don't hesitate if you don't meet all qualifications; we believe in your potential and urge you to apply regardless Studies have shown that men apply for jobs when they only meet 60% of the qualifications, but women only apply if they meet 100% of them. We encourage all enthusiastic candidates to pursue this opportunity!

- At least 8 years in technology management focused roles. Experience successfully supporting nonprofit organizations a plus.
- Excellent interpersonal skills with the ability to foster effective working relationships both internally and externally.
- Ability to work successfully in self-directed virtual environments, including managing evolving projects and timelines under general direction.
- Ability to lead and manage multiple projects, practice delegation and initiate collaboration.
- Familiarity with a wide range of hardware, software, and networking technologies. The platforms we use include Microsoft 365, Azure Active Directory, Power Automate, Power BI, Salesforce & integrated apps, Asana, ArcGIS, Eurekos LMS, Lastpass, and Dropbox
- Exceptional teamwork and project management skills.
- Strong knowledge of IT systems, infrastructure, and security.
- Strong verbal and written communication skills.

**Starting Salary Range**

**$120,000 to $145,000 annually, commensurate with experience.**

**Benefits**

Competitive, comprehensive benefits package including health, dental, matching 401k and paid time off. Supportive, stimulating and collaborative environment with passionate colleagues dedicated to building community, equity and justice. Opportunities for professional growth and development.

**Travel Required**

Approximately 2-4 trips per year of domestic out-of-state, as needed, to attend conferences, regional convenings, and company meetings.

**Location**

Remote position in the contiguous United States and must have direct, local access to a major airport.

**Join our team and build your career with us!  We offer:**

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**How to Apply:**
Please submit, as 1 document (PDF or word), a resume and cover letter: Director of Technology Operations. Interviews will be conducted on a rolling basis.