



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT: Administration LOCATION: Santa Rosa	CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel. CHD is an Equal Opportunity Employer
JOB DESCRIPTION TITLE: IT Director	POSITION STATUS: Full Time FLSA STAUS: Exempt
SALARY: Grade 14	Program Hours: Varies

SUMMARY: The Information Technology Director will plan, establish, and manage all information technology (IT) systems, processes and will serve as a liaison between the agency and technology vendors. (Computers, phones, data management systems, etc.) This position reports to the CEO and is a member of the executive team.

ESSENTIAL RESPONSIBILITIES AND DUTIES: Under the supervision of the CEO, the IT Director is responsible for:

- A. Responsible for all technology operations and evaluating them according to established goals
- B. Analyzes the effectiveness of CHD’s technology investments
- C. Review how technology can strategically improve CHD’s administrative effectiveness and improve our interactions with clients and program effectiveness
- D. Develops staff capacity to use technology tools effectively, including training and resources
- E. Oversees all CHD information systems, including, but not limited to: computer network and user accounts (email, network access, shared drives, user permissions, etc), program systems, fiscal & HR systems, communications, copiers, website, and social media accounts
- F. Manages information system vendors, including, but not limited to: HitCare, Caltronics, Zoom, etc
- G. Leads development and implementation processes for the organizations IT systems.
- H. Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- I. Analyzes business needs presented by users
- J. Accomplishes financial objectives by forecasting requirements, preparing annual budget and scheduling expenditures.
- K. Administers email and anti-virus systems.
- L. Troubleshoots and resolves user issues.
- M. Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
- N. Oversees security of systems, networks, and enterprise information along with IT vendor.
- O. Facilitates IT security audits or investigations.

- P. Develops and maintains relationships with external IT vendors and service providers.
- Q. Coordinates multisite IT systems.
- R. Actively participate in the safety program and provide meaningful suggestions for working safely.
- R. Complete other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

LANGUAGE SKILLS:

- A. Ability to read, analyze and interpret general service contracts or governmental regulations in English.
- B. Ability to communicate effectively verbally and in writing.
- C. Spanish-speaking ability highly desirable

MATHEMATICAL SKILLS:

- A. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- B. Ability to compute rate, ratio, and percent and to create and interpret charts and graphs.

REASONING ABILITY:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Ability to use effective judgment in crisis situations
- F. Ability to solve problems and resolve conflicts effectively
- G. Should be one of caring and concern for other employees and clients served.
- H. Should build lasting relationships with both, giving them confidence in your skills and ability.
- I. Ability to maintain own psychological well-being.
- J. Ability to recognize and manage personal bias.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

EDUCATION:

Bachelor's degree in Computer Science or related field or sufficient experience to perform essential duties

EXPERIENCE:

At least five years of experience managing IT

WORKING CONDITIONS:

PHYSICAL DEMANDS:

Frequently: Sitting, Standing, Walking, Lift up to 25 lbs, Carrying, Seeing, Hearing, Speaking

Occasionally: Lift up to 40lbs, Pushing, Pulling
Seldom: Stooping, Climbing, Squatting, Kneeling, And Twisting

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. May have exposure to hazardous materials/conditions.

CERTIFICATES, LICENSES:

- Valid California Driver's license.
- Proof of insurance on personal automobile.
- Satisfactory DMV printout of driving record.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

Employee's Signature

Date

Supervisor's Signature

Date