



San Antonio Area Foundation

Where Giving and Community Connect

...helping donors achieve their charitable goals for the greater benefit of the community.



DEPARTMENT IT	TITLE: Director of Technology	REPORTS TO: Vice President of Human Resources
DATE REVISED: October 2020	DATE EFFECTIVE: October 2020	EXEMPT Annual Salary \$70 - 80k

THE AREA FOUNDATION

The San Antonio Area Foundation has served as the sole, designated community foundation for the San Antonio area for over half a century, growing to become one of the Top 20 foundations in the nation. The Area Foundation helps donors achieve their charitable goals for the betterment of the community, managing more than 500 charitable funds exceeding \$1 billion in assets. Coordinating efforts with numerous area nonprofits, the Area Foundation serves as a collaborative leader, connecting donors to address key community issues and investing in our future. Since 1964, over \$400 million for scholarships and grants have been awarded to enhance the quality of life in our region. Learn more at saafdn.org.

Our core values are Excellence, Passion, Integrity, and Community.

SUMMARY OF RESPONSIBILITIES

The Director of Technology is responsible for the management, strategy and execution of IT infrastructure, digital services, and technology security. This includes all software, cloud-based services, hardware, and network needs. The Director possesses an advanced understanding of application interrelationships, maximizes technological and supports process efficiencies, and demonstrates the capability to balance internal and external stakeholder priorities. The Director of Technology works with vendors and suppliers to maintain and support the IT infrastructure, while strategically and proactively performing upgrades to ensure the IT environment sufficiently supports the current and future needs of the organization. The Director of Technology collaborates with various teams by managing technical projects and actively contributing to team goals. Alternatively, the Director also works independently to provide IT stability and provides support to a culture of innovative creativity to help the organization maximize its full potential and ensure effective delivery of organizational IT infrastructure, IT services, security, and disaster recovery processes.

COMPETENCIES/SKILLS

The requirements listed below are representative of the knowledge, skill and/or ability required.

- Must adhere to Core Values: **Community, Integrity, Passion, and Excellence**, while mastering competencies at the Director level, including but not limited to: **Business Acumen, Perspective, Decision Quality, Organizational Agility, and Process Management/Execution**. Supports and nurtures the Area Foundation’s **Mission and Vision**.
- Interest in and ability to learn new technology, and software applications as required.
- Proficient in researching, learning and using technology to create innovative solutions to problems.

- Expert knowledge in Blackbaud Raiser's Edge, Financial Edge and SQL server experience required.
 - Experience in Salesforce, Foundant CommunitySuite a plus.
 - Advanced knowledge of SQL database management, SSRS, and reporting.
 - Advanced Microsoft Office skills, especially Excel required.
 - Excellent oral and written communications skills.
 - Advanced knowledge of MS server software and management required.
 - Advanced knowledge of IT security, networking, and infrastructure required.
 - Knowledge of Virtual desktop and server environments required. Knowledge of VMWare ESX virtual stacks a plus.
-
- Ability to communicate technology concepts for all stakeholders to understand.
 - Ability to work collaboratively with staff members to define and complete projects.
 - Capable of managing and prioritizing multiple projects effectively and helping lead change management within the organization
 - Management and oversight of a managed service provider vendor/client relationship preferred.
-
- **QUALIFICATIONS**
 - 5 plus years relevant experience with progressive responsibilities in technology roles with mid to large-sized organizations, nonprofit or foundation experience a plus.
 - Bachelor's Degree in computer science, computer engineering, information systems, or relevant field
 - Master's degree a plus.

TASKS/FUNCTIONS

Vendor/Supplier Management

- Establish agreements and/or contracts with key vendors and suppliers to establish an operating rhythm of communication and agreed upon metrics or service levels.
- Manage and monitor vendor and supplier relationships to ensure effective hardware, software, and network support.
- Ensure effective Information Technology Help Desk protocols, to include ticket closure, monitoring of tickets for trends, and appropriate escalation.

Project & Process Management

- Collaborate with all departments to design solutions to improve efficiency and meet stakeholder needs.
- Work with all stakeholders to evaluate and onboard new software.
- Create and implement a regular maintenance schedule of all infrastructure (hardware, software, and network), to include data.
- Continually evaluate and proactively improve processes related to technology.
- Foster innovation by providing guidance and encouraging the exploration of new tools, processes, and methodologies to enhance the Area Foundation's ability to accomplish business objectives.
- Implement and maintain a disaster recovery plan.
- Evaluate all hardware and software requests by staff and provide oversight.
- Develop and maintain reliable metrics for hardware, software and network while ensuring strategic capacity planning.

Training, Policies & Procedures

- Identify technical training needs for Area Foundation staff and coordinate delivery through vendors or HR.
- Increase internal staff knowledge of creating standard reports and queries, including but not limited to SQL queries, and database reports

- Recommends and maintains information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Supports all external audits and closure of any identified IT items, including but not limited to the Financial Audit, Security Assessment, and organizational accreditation.
- Maintains professional and technical knowledge and applicable certifications by attending educational workshops, reviewing professional publications, establishing personal networks, and benchmarking.

PHYSICAL DEMANDS / WORKING CONDITIONS

The physical demands and characteristics of the work environment described here are representative of those occurring in the performance of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TO APPLY:

Submit resume and cover letter to Rachel Duran: rduran@saafdn.org

The San Antonio Area Foundation is an Equal Opportunity Employer.