



## **Director of Information Technology**

**Reports to:** SVP of Finance and Investments

**Position Status:** Regular, Full-Time, Exempt

### **About the Foundation**

Established in 1945, The Pittsburgh Foundation (TPF) is one of the nation's oldest community foundations and is the 13th largest of more than 750 community foundations across the United States. As a community foundation, our resources comprise endowment funds established by individuals, businesses and organizations with a passion for charitable giving and a deep commitment to the Pittsburgh community. The Foundation has approximately 2,000 individual donor funds and, together with its supporting organizations, assets of more than \$1.1 billion. Grantmaking from the funds benefits a broad spectrum of community life within Pittsburgh and beyond with more than 2,000 grantees receiving funding annually. The Foundation typically awards grants of more than \$40 million each year. Grantmaking from the Foundation's discretionary funds leverages a broad range of resources and enables the Foundation to be an important change agent for the region. Approximately 85 percent of all grant-making dollars stay within the Pittsburgh region.

### **Position Summary**

The Director of Information Technology leads and manages the information technology (IT) function for the Foundation. The Director provides innovative systems and technology solutions that advance the mission of The Pittsburgh Foundation, and operates the systems and supports staff as well as the constituents we serve in an ever complicated and demanding environment. The Director provides, operates, and maintains the computing and telecommunication facilities, equipment, and services to meet those needs. The Director of IT is responsible for all aspects of information technology management and control, including budget preparation and management; recommendations for technical acquisitions; and development of IT policies, standards and procedures.

Working closely with senior management the Director of IT will think creatively and operate using a continuous improvement lens, positioning TPF as a best-in-class foundation. They will be key in setting strategy, creating project and implementation plans, including leading and participating in internal cross-departmental teams. In this capacity they will lead changes in an already dynamic operation with the appropriate application of technology and automation to keep the Foundation at the forefront of donor, grantee and community service. The Director must be creative, innovative and possess initiative and drive, have broad relevant technical knowledge with good management expertise and have excellent written and verbal communication skills. The Director supervises the employees and vendors that support the ongoing maintenance of systems. The Director directly interacts with Foundation staff and visiting members of the community as the secondary source for support.

## **Essential Duties and Responsibilities**

- Provide leadership, vision, and management related to the information systems of the Foundation.
- Develop, update and implement the strategic plan for information technology, ensuring that it is aligned with and is in support of the strategic plan for the Foundation.
- Develop and lead initiatives with the staff on an on-going basis to identify opportunities to streamline and/or enhance the effectiveness of critical work processes using cost-effective technology solutions.
- Provide timely and on-going support to Foundation employees concerning hardware and software needs.
- Work collaboratively and across departments to secure or develop solutions technology solutions when new lines of business or enhancements to existing processes are warranted.
- Evaluate and recommend IT personnel needs for the Foundation (contract v employee) and provide leadership and direction as appropriate.
- Develop and manage IT department budget.
- Network with peers in other community foundations to identify emerging trends, best practices, etc.
- Establish Foundation infrastructure to support the Foundation's information technology efforts.
- Stay current on emerging technologies. Assess their potential value for the Foundation and work to assimilate and integrate across departments.
- Oversee the development, design, and implementation of new applications and changes to existing computer systems and software packages, working closely with the Business Systems Manager and relevant staff.
- Overall technical oversight and ownership of the Foundation's ERP applications, working closely with internal staff on enhancements, upgrades and regular maintenance.
- Supervise the ordering, acquisition, inventory, and disposition of hardware and software.
- Serve as primary contact with outside vendors in the generation of RFPs, bids, contracts, agreements and other major vendor interactions.
- Provide support and ongoing maintenance, either directly or indirectly, for the Foundation's desktops, notebooks, PDAs, printers, servers, software and telecommunications.
- Install, operate and maintain e-commerce functionality for all Foundation web interfaces including TPF website, NetCommunity, charitable gift card and Day of Giving.
- Manage domain name and site hosting for all foundation initiatives.
- Ensure the continual functioning of mission critical operations.
- Maintain security and privacy of the information systems, communication lines, and equipment including virus protection, perimeter and internal integrity.
- Develop, review, and certify all back-up and disaster recovery procedures and plans.
- Develop and execute continuing education plan with the intended goal of increasing the productivity and competency of the Foundation's staff; provide training as necessary.
- Oversee IT related aspects of all Foundation construction and renovation projects.
- Ensure proper communication is maintained on IT related matters such as

server downtimes, service changes and security requirements.

- Represent the Foundation and remain professionally linked with local, regional and national organizations working on nonprofit and foundation related information technology issues.
- Oversee and lead the provision of IT support for the Foundation's supporting organizations as necessary.

### **Key Skills and Abilities**

- Leadership with strong initiative, self-directing skills, utilizing a creative and innovation driven framework.
- Natural curiosity, strong analytical and logical problem-solving skills, customer service oriented.
- Embraces a culture of innovation and collaboration.
- Strong interpersonal communication and relational skills, good organizational skills; sound judgment; initiative; flexibility; detail-oriented; collaborative.
- Demonstrated experience in the management and usage of SQL database systems.
- Documented working experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Server and other applications.
- SQL report writing experience preferred.

### **Qualifications and Experience**

- Bachelor of Science degree in computer science, information systems or equivalent experience. Masters preferred.
- Experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of networks supporting personal computers and related systems; system development, complex project management, knowledge of client/server technology, internet/intranets.
- Knowledge of the telecommunications system administration and management of voicemail systems required, specifically Mitel system management.
- Seven to ten years management/leadership experience.
- Foundation and/or nonprofit experience preferred.
- Minimum of three years' experience in database design and management.
- Project management experience related to integration of new systems.

### **To Apply**

Interested candidates should submit resume and cover letter to [jobs@pghfdn.org](mailto:jobs@pghfdn.org).

No phone calls please.

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COMMITTED TO DIVERSITY AND INCLUSION.