



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center Job Posting – Director of Information Technology

POSITION OVERVIEW

PRC is hiring a Director of Information Technology to strategize, organize and implement IT initiatives including applications, infrastructure and technical support in alignment with organization goals. With a team of over 2,700 volunteers supported by 48 employees, PRC offers programs that support and engage nearly 30,000 individuals each year out of three facilities located in Wheaton and Westmont, Illinois, and in collaboration with more than 30 community partners across the county. PRC's IT environment supports the organization's mission, operations and service.

This individual is supervised by the Executive Director and will work remotely from home and from the Wheaton office as needed during PRC's modified operations during the pandemic. When PRC returns to full operations, their primary office will be located in Wheaton (201 S Naperville Road) and will travel to other PRC locations as needed.

PRC offers a generous compensation and benefits package to our full time employees, including:

- Medical Insurance – HMO and PPO (80% employer paid)
- Dental Insurance – PPO (80% employer paid)
- Flexible Spending Account participation
- Short Term Disability (100% employer paid)
- Life Insurance (100% employer paid)
- SIMPLE IRA retirement plan & company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

ESSENTIAL FUNCTIONS

A. Leadership

- Establish the IT vision, strategy and roadmap
- Analyze requirements of all programs/departments to determine technology needs and determine appropriate plan to deliver timely solutions
- Manage, oversee, and report on key IT projects within budgetary and timing requirements
- Provide day-to-day administrative direction and oversight of key technology/information systems and general technology support activities
- Prepare and maintain IT policies and systems to preserve assets, information security and control structures
- Develop a staffing and resource strategy that makes best use of volunteers, employees and donations
- Supervise IT employees and volunteers including hiring, scheduling, supervising, training, development, appreciation, recognition, and evaluation
- Evaluate and manage relationships with outside vendors, contractors and resources
- Manage IT budget and report on expenses

B. Network

- Ensure security of data, network access and backup systems are effective to support business needs
- Ensure effective connectivity between sites and for all users to the necessary software and/or related tools
- Maintain the organization's business continuity plan and ensure all IT-related procedures are thoroughly documented and updated
- Respond to and resolve problems relating to network and network-based software
- Maintain accounts for the organization's Internet access, e-mail, and web hosting needs

C. Technical Support

- Provide ongoing maintenance and upkeep of hardware and operating systems for the organization's computers, and at designated partner sites
- Respond and resolve problems regarding PRC computers, printers, and software
- Coordinate support with outside vendors including managing trouble ticket resolution and timely response to end user issues/questions.
- Maintain an inventory of organization's computer hardware, software, and support documents

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED

1. Skills/Knowledge

- Commitment to PRC's mission, values, and community focus
- Passion for working in a social service organization and enjoys working with the public
- Demonstrated leadership and supervisory skills
- Ability to create a high internal satisfaction with internal customers while anticipating and mitigating business risk
- Ability to work effectively with individuals who have different levels of computer skills
- Ability to exercise professional judgement and respond professionally and appropriately to urgent/immediate situations
- Ability to compile, analyze, and evaluate data
- Highly organized with a great attention to detail; ability to handle multiple, concurrent priorities
- Ability to maintain a high level of confidentiality
- Excellent time management skills and proficient in project management methodologies
- Excellent verbal and written communicator
- Working knowledge of business networking equipment and connectivity
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Able to lift 50 lbs; have a valid driver's license and access to a vehicle

2. Experience/Education

- Bachelor's degree in Computer Science, Information Technology, or related business field - REQUIRED
- 5 years of IT strategic and business planning and execution - REQUIRED
- 3 years of experience in managing, supervising, and leading a team - REQUIRED
- Experience in managing a budget - REQUIRED

APPLICATION PROCESS

To apply, please send your resume, cover letter and salary expectations to resumes@peoplesrc.org.

Applications will be accepted until the position is filled.

No phone calls, no faxes please.

People's Resource Center is an Equal Opportunity Employer.

www.peoplesrc.org