



Position Description

Title: Director of Information Technology

Reports To: Chief Marketing & Communications Officer

Status: Exempt, Full-Time, Salaried

POSITION SUMMARY

The Director of Information Technology leads all technology systems, services, and vendors supporting the Community Foundation of Elkhart County. This role ensures secure, reliable, and efficient IT operations while advancing cloud adoption, data integration, and analytics. Reporting to the Chief Marketing & Communications Officer, the director aligns IT strategy with the Community Foundation's mission to inspire generosity and enhance quality of life in Elkhart County.

KEY RESPONSIBILITIES

Strategic Leadership

- Develop and implement an IT strategy aligned with the foundation's mission and strategic plan.
- Strengthen system reliability, security, and efficiency while monitoring emerging technologies.
- Drive innovation in cloud computing, data analytics, and AI adoption

Stakeholder Collaboration

- Partner with staff across departments to assess technology needs, priorities, and pain points.
- Communicate technology initiatives clearly to ensure successful implementation and adoption.
- Promote a service-oriented IT culture that supports collaboration and empowers staff.

Governance & Security

- Establish and enforce IT governance policies (e.g., PCI, NIST).
- Lead cybersecurity risk management, incident response, and staff training.
- Ensure compliance with licensing, data privacy, and vendor contracts through regular audits.

Vendor & Project Management

- Serve as primary liaison for external IT providers (e.g., MapleTronics) and technology vendors.
- Oversee vendor performance, contracts, and budgets.
- Lead initiatives such as:
 - Cloud migration of the F-Drive and servers
 - Digital asset organization and access management
 - Mailchimp, Stripe, and CRM integrations
 - AI policy rollout and staff training

Systems & Infrastructure

- Manage hardware, software, and network lifecycle and performance.
- Oversee conference room A/V systems and event technology.
- Standardize collaboration tools (Microsoft, Google, Asana, Slack, Teams) and ensure staff proficiency.
- Manage web hosting, servers, and system upgrades.

Data, Training & Support

- Implement analytics tools to support data-driven decisions.
- Deliver user training, onboarding, and documentation for key systems.
- Manage access for new and departing staff and ensure prompt IT support.

QUALIFICATIONS

Required

- Bachelor's degree in Information Technology, computer science, or related field
- Minimum 5 years of IT leadership experience, ideally in a nonprofit or mission-driven setting
- Proven success in cloud migration, vendor management, and large-scale IT projects
- Strong understanding of IT governance, cybersecurity, and compliance
- Experience designing and delivering staff technology training
- Strategic thinker and clear communicator able to translate technical topics for non-technical audiences

Preferred

- Master's degree in Information Technology, computer science, or related field
- Certifications such as CISSP, CISM, PMP, or Azure/AWS cloud credentials
- Experience with CRM/ERP integrations and digital asset management
- Strong vendor negotiation and contract management skills

WORK ENVIRONMENT

Professional office setting; standard office equipment. Occasional evening or weekend work may be needed for system updates or special events.

ORGANIZATIONAL VALUES

All employees are expected to uphold the values of the Community Foundation of Elkhart County:

- **Integrity** – An abiding pledge to honesty, professionalism, humility, and respect.
- **Inclusion** – Elevating diverse voices and perspectives for greater impact.
- **Excellence** – Striving for the highest standards in every endeavor.
- **Collaboration** – Partnering with community members, civic leaders, nonprofits and colleagues to maximize impact.

The essential responsibilities and requirements listed above are not intended to be exhaustive. We reserve the right to revise this job description as needed to comply with actual job requirements.