



Miami-Dade County

Job Title: IDT Director
Department: Information and Data Technology (IDT) Director
Reports To: Chief Operations Officer or Chief Information Officer
FLSA Status: Exempt
Pay Grade: A8

SUMMARY:

This position directs the overall leadership, strategy and management of the information and data technology initiatives undertaken to support the vision, leadership, and goals of The Children's Trust. The IDT Director ensures the continuous delivery of responsive systems to ensure timely and accurate data to maximize financial, strategic, and operational goals. The incumbent directs and coordinates the planning, implementation, and integration of:

- Information and data technology budgeting
- Strategic and tactical planning
- Project Management of IDT Project Components
- Coordinating Applications support
- Network and infrastructure Supervision and Management
- Hosted services including, but not limited to, SaaS and IaaS
- User services(e.g., help desk, desktop support, training for internal staff and external service providers)

Business process re-engineering is an aspect of many IDT projects at The Children's Trust, requiring the application of effective change management strategies. The incumbent is also responsible for the development of data strategies to include integrated data repository, business intelligence, report building, data visualization and other related technologies as requested by the Chief Information Officer (CIO) or Chief Operations Officer (COO) and the board of directors. He/she carries out oversight responsibilities in accordance with the organization's policies and applicable laws.

The IDT Director reports directly to the CIO or COO. Work performance is reviewed by the CIO or COO through conferences, reports and observations of results achieved.

Essential Duties and Responsibilities include those listed below and other duties as assigned.

1. Serves as the organization's advocate/advisor regarding the role information and data technologies can have in fulfilling the vision, mission, and strategic investment results of the organization.
2. Assigns, coordinates, monitors and maintains projects involving IDT staff and resources.
3. Effectively communicates and builds relationships with end-users to ensure business requirements and strategies are clearly articulated, understood, discussed, and addressed with appropriate technology solutions.
4. Regularly assesses end-user needs and satisfaction with IDT to ensure excellent customer service.
5. Identifies e-business best practices and benchmarking to assist in the development and ongoing integration of information and data systems used in grant-making/funding/contracting and human services delivery endeavors for The Children's Trust.
6. Establishes short- and long-term strategies for the management of data and application of technology to maximize organizational effectiveness.
7. Provides oversight and direction of technical development and support for finance, operations, contract management, communications/policy, and research/evaluation with the goal of maximizing effective use of data and technology and effective change management when appropriate.

8. Provides expertise with the ongoing analysis of existing applications and infrastructure supporting the office environment, adjusting as necessary to maintain effective business operations.
9. Ensures delivery of appropriate training and help desk support to community services providers, to ensure their capacity to meet the funding application and contract reporting requirements of The Children's Trust as it relates to the technical applications used.
10. Collaborates with other local, state, and federal partner funding entities around information and data systems, data warehousing and application of business intelligence systems.
11. Implements industry best practices to ensure the confidentiality and integrity of data as well as the availability of critical systems and data.
12. Manages, publishes, and provides oversight of The Children's Trust's IDT policies and procedures.
13. Establishes information and data technology standards of system performance and security and implements the regular evaluation of performance against these standards.
14. Ensures appropriate IDT standardization of technology tools and systems, including database technologies, programming languages and server/desktop imaging.
15. Manages and evaluates the IDT staff and team structure/skills to ensure an effective team that achieves The Children's Trust's IDT goals; to include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance, rewarding and counseling staff; and addressing and resolving staffing issues and concerns.
16. Performs other responsibilities and duties at the request of the CIO or COO and the board of directors of The Children's Trust.

Experience & Education Requirements:

The incumbent must have seven to ten (7–10) years' experience in information technology management, preferably in the business intelligence/data strategy; and SaaS and delivery of information system technologies in a related field, with at least five (5) years in a supervisory capacity.

A master's-level degree in information technology systems, business, computer science, computer engineering or related field preferred; however, equivalent combination of related education and experience will be considered.

Key Skills, Abilities & Knowledge

Strong IT/IDT skills and breadth of knowledge with IT/IDT best practices. The incumbent must have experience as an IT or ITD administrator and leader, preferably with a working knowledge of or experience within social services, health, human services and/or grant-making/funding fields. He/she must have demonstrated planning and assessment skills in information technology solutions, financial management and budgeting, and strong leadership skills including change management strategies, consensus-building, conflict resolution, motivation, and decision-making. Previous experience in large- to medium-size deployments and system integration of business applications and project management is strongly preferred.

Strong customer service, communication and personal interaction skills are a must. More generally, he/she must have demonstrated ability to work on several projects simultaneously; compose timely, accurate and clearly written reports and documents; work independently; gather and analyze available information and draw logical conclusions therefrom; establish and maintain effective working relationships with coworkers, community groups and providers; communicate with effective verbal, written and interpersonal skills; and supervise the work of IT/IDT staff.

Scope of Responsibility:

The incumbent applies business, financial and managerial skills at an advanced level, and is accountable for the cost-effective and efficient attainment of The Children's Trust's information and data technology objectives as well as conformity to board and internal policy, procedures, direction, and protocol. Errors of fact, interpretation or judgment can result in significant monetary and human resources losses and undermines the financial effectiveness and overall success of The Children's Trust. The incumbent has access to proprietary information regarding The Children's Trust's strategy, information and data technology systems and internal information, and is expected to demonstrate the highest levels of discretion, business/professional conduct and ethics while complying with all applicable Florida Government in the Sunshine law requirements.