



Chief Technology Officer

Reports to: Chief Executive Officer

Location: Arlington, VA (Hybrid)

Job purpose

The Chief Technology Officer (CTO) reports directly to the Chief Executive Officer. The incumbent is responsible for providing operational leadership and guidance for the planning, design, implementation and management of NAMI's technology services. These technology services include business and productivity applications, data, mobility, enterprise architecture, technology infrastructure, technology policies, processes and procedures, cybersecurity, and the service desk.

The CTO is also responsible for recommendations on the design and configuration of system applications to meet strategic outcomes, investigating and analyzing the feasibility of system requirements and the development of system specifications. S/he will identify methods and solutions and provide project leadership and management with cross functional teams. This individual will also perform full supervision of IT staff.

The CTO is expected to demonstrate leadership expertise and is expected to collaborate with IT consultants to establish strategic direction as well as have a significant depth of technical expertise in IT operations.

The position has a high level of complexity and impact. The CTO fills advisory, facilitative and management roles within the organization.

Duties and Responsibilities

- Manages the day-to-day operations of NAMI enterprise applications (Salesforce, Office 365, Zapier, Kentico, DonorDrive, Quorum, Bridge LMS etc.), technology infrastructure, cybersecurity, data, mobility, and other technology services by monitoring performance, configuration, maintenance and repair. Works with/manages external vendors to assist development and support activities.
- Lead team of Salesforce administrators and developers delivering on initiatives that evolve our technology to enhance the productivity and success of NAMI's headquarters and field teams.
- Establishes and implements IT operational policies and procedures; identifies key performance indicators; and drives continuous improvement in operational execution.
- Serve a member of the senior leadership team, participating in the development and implementation of overall policies, long-range planning and daily operational goals and objectives.

- Supervises technical staff including hiring, training, evaluating and mentoring. May guide or provide work direction to technical staff, contract staff and/or interns. Determines appropriate coverage for all hours of operation.
- Establishes guidelines and methods for the implementation, integration and management of applications. Oversees the development of system and application implementation plans, custom scripts and testing procedures to ensure business systems enable and support NAMI's strategic and operational business goals,
- Develops and tests procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
- Develops and coordinates projects and schedules to maximize benefits and minimize impacts and provides leadership in planning and implementation of projects for enterprise applications, technology infrastructure, cyber security, and other technology service projects.
- Available to perform off hours work/deployments as needed.
- Oversee the operational execution of data governance policies, process and procedures. Ensures data collection, data analysis and business intelligence elements are executed and support business operations and overall strategic outcomes.
- Develops tools, procedures, and training sessions for staff.

Qualifications

- Bachelor's degree (or equivalent experience) in Information Systems, Computer Science, or Business Administration with technology or related field as a core.
- 15+ years work experience in the design and delivery of complex systems, operational executing and support for technology services.
- Strong leadership skills, having an ability to influence a cross-functional group towards a unified direction and having an ability to influence senior leadership. Must be a people person who inspires trust and confidence in others, enabling them to easily trust your insights and judgment.
- A proven track record of success in IT strategy, planning and operations as well as team leadership and development (hybrid onsite and remote teams)
- Direct experience with Salesforce Sales Cloud and/or Salesforce Marketing Cloud development and support required. Experience with DonorDrive Quorum, Bridge LMS, Kentico and/or Zapier preferred. Experience with O365.
- Ability to set clear and obtainable personal and subordinate goals and objectives and establish effective follow-up mechanisms to measure achievement of established goals and objectives
- Understanding of and experience with programming languages, database languages, client server application architecture and system performance monitoring tools.
- Effective project management techniques.
- Ability to plan, organize and document complex system design activities and to configure systems to be consistent with institutional policies/procedures.
- Experience managing an annual budget.
- Communicate technical/complex information both verbally and in writing.
- Establish and maintain cooperation, understanding, trust and credibility.
- Respond to emergency situations effectively.
- Must be available to occasionally work on a weekend.
- Able to travel up to 10%.

Work Environment

This job operates in a professional work environment. This role routinely uses standard office equipment such as computers, phone, photocopiers, scanners and fax machines.

Physical Requirements

Ability to sit or stand at a desk for long periods of time and ability to access information using a computer for the majority of work hours.

Direct Reports

Director, Business Analysis
Senior Manager, Salesforce
Manager HelpLine Technology
Software Developer
Senior Manager, Instructional Systems
Senior Coordinator, Application Support
Manager, Application Support

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