Director of Information Technology

For more than 75 years, the League of American Orchestras (www.americanorchestras.org) has led, supported, and championed America's orchestras and the vitality of the music they perform. The only national organization dedicated solely to furthering the orchestral experience, today the League is committed to furthering field innovation and learning, in response to the issues of our times.

The League's serves a diverse membership of more than 2,000 organizations and individuals across North America, from world-renowned orchestras to community groups, from summer festivals to conservatories, and youth ensembles. Thanks to the League, these organizations – and the managers, artists, trustees, and volunteers who work with them – convene at conferences and events; are inspired by the award-winning Symphony magazine; and benefit from vital industry reports, leadership programs and grant opportunities.

Position Summary:

The Director of Information Technology, reporting to the Senior Director of Finance and Administration, provides support to League staff and members on 2 levels:

- In close collaboration with the Director of Member Services, provides leadership to maintain and improve the integrity of the League's software ecosystem in support of the organization's vision for its systems; specifically ensuring a high quality experiencing for League members by maintaining a seamless integration between technology platforms, and by equipping program staff with appropriate guidance, training, standard operating procedures, planning, and / or risk management activities.
- Collaborate with all staff and vendors engaged in technical support for all League software applications and technical infrastructure.

Primary Responsibilities:

The responsibilities that follow are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

Software ecosystem administration and support

The League maintains a Salesforce instance that houses its Association Management System (AMS) app for membership and events (Fonteva), financial system (Accounting Seed), and integrations with mission-critical software tools (Higher Logic, Real Magnet, Boomset, and Raiser's Edge). The Director of IT will:

- Provide experienced leadership in translating the League's vision into reality.
- In collaboration with League leadership, identify opportunities to leverage the League's ecosystem to support new programs and activities beyond those originally configured, while preserving the League's vision.
  - o Lead implementation of upgrades and/or new modules.

- o Devise and implement strategies to utilize new system features that will streamline and improve business practices and internal capacity.
- Partner with the Director, Member Services to design and implement standardized procedures to ensure the accuracy of all records in the database, including reconciliation support with the finance department.
- Promote a culture of data-driven decision making by pro-actively identifying ways that the coordinated ecosystem can be used to provide input to other teams' functional responsibilities and analyze functional teams' efforts.
- Analyze software requests identified by any League staff. This responsibility is critical to ensure that "rogue" products or services that keep data outside the ecosystem are allowed only after appropriate review. Make recommendations to League leadership prior to purchase of new software or services.
- Oversee the League's relationship with all third-party vendors involved in supporting the League's software ecosystem. Identify and resolve technical issues, remain current about upgrades and new modules, communicate League concerns.
- Coordinate and direct Managed IT company with IT support and cybersecurity efforts, including developing risk management and disaster recovery policies.
- When necessary, provide "Smart Hands" to assist Managed IT vendor when necessary and includes:
  - o Maintain the League's hardware, including cloud back-ups and infrastructure security.
  - o Ensure all operating system software and virus definitions on desktops, servers and laptops are current.
  - o Train new staff in network protocols and provide support for off-site technology including remote access.
  - o Create and manage hardware inventory: identify new hardware and software needs.
  - o Configure new users' workstations, network and e-mail accounts and any other required programs.
  - o Provide primary support for annual IT audit.
  - o Work collaboratively with members of all departments.
- Other duties as assigned.

Qualifications:

The ideal candidate will possess the following skills and qualifications:

- Salesforce Administrator, Advanced Administrator, and Platform App Builder certifications.
- Experience with software selection and implementation projects.
- Experience managing software vendors and support contracts.
- Familiarity with association management and fundraising business processes.
- Experience with Microsoft technologies (Windows, Office 365)

- Excellent interpersonal skills including the ability to work effectively with all levels of staff, and consultants and the understanding that this position involves "customer service".
- This individual must have the ability to prioritize, while demonstrating the flexibility to handle multiple tasks simultaneously.
- Partial commuting required.
- Commitment to the League's organizational attributes and code of ethics, including values of equity, diversity, and inclusion.

How to Apply:

Please email your resume and a cover letter stating to Marc Martin, mmartin@americanorchestras.org

Salary range: $85K-95K
Benefits: medical, dental, 403b, FSA plans, paid time off
Temporarily remote/partial commuting required to NYC office.

The League provides equal employment opportunities (EEO) to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.