

Position Overview: Director, Information Technology

The Director will be responsible for establishing a strategic vision for NPF's information systems. Additional responsibilities will include developing computing policies and procedures, security plans, reporting systems and database reporting and management and asset procurement and inventory. Under the direction of the Chief Financial Officer, this individual will work autonomously to ensure systems are running optimally, mitigate risk, enhance the efficiency of the organization's computing environment, ensure NPF's systems and confidential records are secure protected from intrusion and lead a team in the management of database operations and reporting. This job is located and performed from our downtown Washington DC office.

Essential Functions/Duties/Tasks:

- Documents IT operational procedures and polices over disaster recovery, system backup and software installation
- Manages IT network environment including printer/copier/telephone systems and administration of network access and permissions
- Manages, secures and troubleshoots active directory resources such as users, computers, member servers, shared folders and peripherals;
- Recommends IT strategy and capital investments
- Provides senior management with reporting, analysis and decision support over IT operations
- Manages system / software migrations; provides support and coordinates system implementations
- Leads team in management of database operations, architecture and reporting
- Manages staff IT on-boarding /off boarding activities
- Oversees client/server workstations upgrades, maintenance and support
- Manages IT vendor relationships
- Manages help desk vendor performance
- Provides oversight over firewall maintenance, intrusion monitoring / management reporting
- Manages system backup and recovery operations
- Recommends IT purchases, enhancements and software upgrades
- Manages IT operating budget and participates in annual budget process
- Manages IT network, workstation and other component inventories
- Provides end-user assistance as needed
- Manages user security over enterprise software systems
- Identifies and delivers staff training regarding end-user issues as needed

Required knowledge, skills, and abilities:

- Demonstrated ability in providing technical support in office setting to a variety of end-users;
- Installation and monitoring of LAN infrastructure including routers, switches and configuration of VPN;
- Troubleshooting network outages, switches, security appliances and other peripherals;
- Ability to manage vendors and budgets effectively;
- Proficient computer business skills including MS Office, querying and other report writing tools;

- Demonstrated ability to communicate and collaborate effectively with all levels of management, clients, and staff both in verbal and written form;
- Possess the ability to handle confidential sensitive matters.
- Must be able to prioritize, work well in a fast-paced environment and exercise good judgment and problem solving skills
- Able to manage, lead and develop a team effectively;
- Must be able to work from our downtown Washington DC location.

Preferred education, certifications and experience:

- Bachelor's Degree in a relevant field, preferably information technology.
- MCSE certification highly desired, ComTIA A+ preferred and CCT a plus.
- Database management, architecture experience and certifications a plus.
- Experience with network architectures and associated components, including TCP/IP and router switch technologies; related certification(s) preferred.
- Strong knowledge and or experience migrating services to the Cloud including MS Office 365.
- Strong knowledge and experience in network help desk and support operations; Related certifications preferred.
- Minimum of 5 years managing Windows network environment over LAN. Cloud-based operations experience; Related certifications highly desired.
- Relevant experience managing team of IT professionals.

Description of physical demands and work environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to operate office equipment and computing resources.
- Employee frequently is required to sit; reach with hands and arms; and stoop, kneel, crouch, and often required to stand and walk.
- Employee must be able to sit for periods of time using office equipment and computer.
- Position may require moderate lifting of supplies and materials from time to time.
- The working environment is a general office environment with low noise level.
- Must be able to travel to different partner locations as required via various modes of transportation.
- Professional attire is required

About NPF:

The National Park Foundation, in partnership with the National Park Service, enriches America's national parks and programs through private support, safeguarding our heritage and inspiring generations of national park enthusiasts.

Chartered by Congress in 1967, the National Park Foundation is rooted in a legacy that began more than a century ago, when private citizens from all walks of life took action to establish and protect our national

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parks. Today, the National Park Foundation carries on that tradition as the only national charitable nonprofit whose mission is to directly support the National Park Service.

Join the Team:

Join our energetic, passionate team at the National Park Foundation. As the official charitable partner of America's national parks, we are helping to preserve, protect and promote our country's most treasured places. Communicating about the parks, and fundraising to support them, is at the very center of our mission. Your work will make a direct and lasting impact on conservation, culture, preservation, recreation, education, stewardship, and volunteerism – preserving our national parks for centuries to come. If you know you are the ideal candidate for this position, please submit your cover letter and resume by email to resumes@nationalparks.org. Please indicate the job title in the subject line of the e-mail.