



Director of IT Position Description

Organization Summary:

Edify's mission is to improve and expand sustainable Christ-centered education globally. Edify is a non-profit organization registered in the U.S. since 2009 and now has operations in Burkina Faso, Dominican Republic, El Salvador, Ethiopia, Ghana, Guatemala, Liberia, Panama, Peru, Rwanda, Sierra Leone, and Uganda.

Learn more at www.edify.org

Location:	Remote (USA Only)
Salary Range:	Commensurate with experience
Benefits:	Medical and dental benefits, PTO, and 403 (b) retirement plan with up to 6% employer contribution.

Position Summary:

Edify seeks a top performing, high functioning Director of IT who thrives in an innovative, global team. The Director is responsible for the daily administration, monitoring, maintenance, support, optimization, security, and end-user training for all internal Edify systems related to technology. He or she should understand emerging Information Technology (IT) and Information Systems (IS) trends and applications, anticipate what team members need from information services, and proactively ensure that technology is highly effective, stable, and user-friendly.

The Director is passionate about technology and must proactively engage with new technologies, security threats and implement compliance requirements. They work collaboratively to address the needs and deficiencies in the organization and advocate for innovation and improvement in IT services and support. The Director will be responsible for supervising our IT team.

Work Environment:

This is a remote, full-time position based in the United States. This person must enjoy a fast paced and enthusiastic work environment. The atmosphere of Edify is one where you can expect to perform widely varied tasks across the technology spectrum.

Travel:

Edify holds an annual all-staff conference alternating each year from a location in the United States to a location in one of the 12 countries where we work. This position would require travel to this conference. There may also be other periodic travel for IT team meetings in the United States.

Responsibilities and Duties:

Strategic Planning

- Collaborate with operational leadership to assess and deliver on functional needs of Edify in relation to hardware and software standards.
- Communicate frequently with Edify leadership to have understanding of ongoing and future projects to ensure that the IT team is prepared to assist when needed.
- Work with COO and department heads on overall technology priorities and focus.
- Evaluate existing systems and/or user/business needs to analyze, design, recommend and implement system updates and/or changes.
- Analyze impact of proposed solutions to determine changes to business/operational roles and procedures.
- Provide input to the development of formal business cases when enterprise-wide business solutions are proposed.
- Develop workflows for the use of Edify technology and document our processes for team-wide use.

Supervise IT Staff

- Train, develop, and manage a team of IT professionals.
- The IT Manager and their team will monitor, provide assistance with, and achieve resolution to all issues, service tickets and projects relating to IT.
- Ensure key IT processes and support issues are well documented and transferrable for ongoing IT team training.
- Oversee end-user training for all internal Edify systems related to technology.

Security

- Define and implement policies and best practices to help keep the global Edify team secure.
- Advise COO on new global or local security concerns, compliance, and best practices.
- Maintain security of all Edify data and establish and administer complete business continuity, disaster recovery, and incident response plans for all systems, applications and data.

Technical Duties

- Assist with installation, relocation, configuration, troubleshooting and ongoing usability of laptops, tablets, peripheral equipment and software.

- Maintain a strong working knowledge of all the equipment and systems supported by the IT department by keeping current with all documentation and by participating in continuing education programs.
- Maintain oversight of Edify's technology assets; including vendor relationships, ordering, receiving, and deployment along with tracking support issues and upcoming upgrades.
- Evaluate and integrate hardware, software, and workflow upgrades.
- Collaborate in the maintenance of edify.org website.
- Maintain inventory of hardware and manage software updates and licenses. Periodically audit installed software to ensure compliance with commercial licensing requirements.

Position Requirements:

- Personal confession of faith in Jesus Christ and commitment to Edify's mission.
- Living example of servant leadership, humble and willing to learn.
- Passionate about Edify's mission and alleviating global poverty.
- High degree of integrity.
- Minimum of 2 years experience leading and managing an IT team.
- Microsoft, Google or CompTIA certifications preferred or equivalent experience.
- Expertise in IT security management.
- Experience supporting the use of Salesforce preferred.
- Working knowledge of MS Windows, but not limited to, general maintenance, deployments, and troubleshooting.
- Working knowledge of Google Workspace preferred.
- Frequent direct interaction with internal users, preferably in a global context.
- Experience dealing with technical issues via telephone and remotely, as well as onsite.
- Excellent communication skills (written and verbal).

Additional Details:

Background check: Successful completion of a pre-employment background check is required.

How to Apply: Please send a cover letter and resume to jobs@edify.org