HCP CUREBLINDNESS

TITLE: Director of IT
REPORTS TO: Chief Operating Officer
LOCATION: US-Based Remote
POSITION TYPE: Full-time
JOB GRADE: 10
SALARY RANGE: $103,000 - $130,000

ORGANIZATIONAL PROFILE:
For more than 43 million people, blindness is a daily reality; another 295 million suffer from moderate to severe vision impairment. 90% of these people live in low- and middle-income communities where access to eye care is limited and the challenges for those who can’t see are severe. But there is hope: 80% of this burden is treatable or preventable. For example, 17 million blind people could be cured with a 10-minute cataract surgery. Millions more suffer from corneal blindness, which is often preventable or treatable.

At HCP Cureblindness, we believe avoidable blindness can – and must – be overcome. As an international NGO working throughout South Asia and Sub-Saharan Africa, we have worked alongside a capable network of collaborators for more than 25 years to help people retain and regain their sight by developing high-quality, cost-effective eye care systems in underserved areas of the world. With the help of partners in more than 25 countries, HCP has provided more than 1.4 million sight-restoring surgeries and screened more than 14.5 million people to provide care and basic treatments. We’ve trained more than 19,500 eye health professionals and have established 5 eye hospitals. There is more work left to do, but we can overcome the mountain of global blindness, together.

HCP Cureblindness is expanding our team to meet new challenges, scale our work, and broaden our reach. We are seeking individuals who are passionate about changing lives and want to be a part of a team that works together to reach new heights. We want leaders who can aim high, make things happen, and are invested in building a positive team dynamic to bring the work to life.

VISION: We will be the catalyst to create a world in which no one is needlessly blind.

MISSION: We enable countries to end avoidable blindness by developing high quality, cost-effective eye care systems in underserved areas of the world so everyone everywhere can regain or retain their sight.

SCOPE OF WORK:
This is an opportunity for an IT professional with an entrepreneurial mindset who is energized about systems integrations, efficiency and further developing the role of IT in a growing and global nonprofit. The Director of IT will be responsible for overseeing and managing the information technology operations of a nonprofit organization with approximately 70 employees globally ensuring the IT function provides efficient and effective technical support service. This role involves providing strategic guidance, leading IT initiatives, managing IT infrastructure, providing direct end user support and ensuring the organization's technology needs are met efficiently and securely. The Director of IT will collaborate with various departments, stakeholders, and external vendors to enhance technology systems and drive innovation aligned with the organization's mission.

Key areas of focus include managing, troubleshooting and supporting a diverse portfolio of cloud based information system (IS) assets, including Google Workspace, M365, Dropbox, Zoom, Sage Intacct (ERP), Virtuous (CRM) and ADP (HRIS). Mac and Windows experience required. Remote support of users, both Windows and MacOS, involved.
Job includes all facets of IT support and strategic planning. Day to day responsibilities include help desk support for end users (currently approx. 8-10 hours per week), as well as strategic planning for a growing international workforce. ERP, CRM and HRIS projects in progress, and additional IS infrastructure projects in the immediate future. This is a new position with opportunity for growth.

**ESSENTIAL JOB FUNCTIONS:**

**Technology Strategy and Leadership:**
- Develop and execute a comprehensive technology strategy aligned with the organization's goals and objectives, including the effective utilization of existing platforms - Google Workspace, M365, Dropbox, Zoom, Sage Intacct (ERP), Virtuous (CRM) and ADP (HRIS).
- Guide process to consolidate and optimize IT/IS platforms and lead system integration work.
- Lead development and implementation processes for the organization’s IT systems.
- Provide strategic guidance on IT infrastructure, systems, and software to optimize performance, security, and scalability.
- Keep up-to-date with emerging technologies and trends, recommending innovative solutions to enhance operational efficiency and productivity.

**IT Infrastructure Management:**
- Oversee the maintenance, configuration, and security of the organization's hardware, software, and IT assets.
- Ensure data backup, disaster recovery, and business continuity plans are in place and regularly tested.
- Manage relationships with external vendors and service providers to ensure reliable and cost-effective IT services.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Help with onboarding and offboarding of employees, including installation of all new technology for the company or for new hires (e.g., computer operating systems, software programs and applications).
- Analyze IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs. Anticipate and report the cost of replacing or updating computer hardware and software.
- Maintain an asset management system through data entry, keeping it up to date for all assets and services through their life cycle.

**Systems and Applications:**
- Serve as lead Systems Administrator on enterprise-wide systems.
- Assess, select, and implement appropriate software applications and systems to support the organization's operations and data management.
- Collaborate with departments to identify and address system-related challenges, providing technical support and troubleshooting as needed.
- Facilitate training and provide documentation to enable employees to effectively utilize technology systems, including the donor database program.
- Install and update company software and hardware as needed.
- Review diagnostics and assess the functionality and efficiency of systems.
- Develop and maintain relationships with external IT vendors and service providers.
- Develop and implement business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Advance the knowledge and understanding of software applications used by the organization.
- Perform security officer and system administrator duties to ensure staff have appropriate system access and permissions.

**Cybersecurity and Data Protection:**
- Develop and implement robust cybersecurity protocols and practices to safeguard sensitive data and protect the organization against potential threats.
• Maintain IT security including: Email security, Cloud services security, Multi-factor authentication.
• Oversee the cybersecurity of our computing assets, including all laptops (including remote maintenance) and server infrastructure.
• Conduct regular security audits and ensure compliance with relevant data protection regulations.
• Provide HIPAA security support alongside HCP General Counsel
• Understand and configure encryption technologies.
• Stay informed about the latest security risks, vulnerabilities, and best practices, proactively addressing any identified risks.

Team Leadership and Collaboration:
• Lead and mentor the IT function, working across departments and fostering a culture of innovation, collaboration, and continuous learning.
• Collaborate with cross-functional teams to identify and address technology needs, ensuring alignment with organizational goals.
• Manage IT budget, track expenditures, and identify cost-saving opportunities without compromising the quality of IT services.
• Provide direction, guidance, and training to global IT staff.

QUALIFICATIONS:
• Bachelor’s degree in computer science, Information Technology, or a related field. Advanced degree preferred.
• Proven experience (7+ years) in managing IT operations, supervising technology teams, and implementing technology solutions, preferably in the nonprofit sector.
• Strong knowledge of IT infrastructure, systems, and applications, including networking, hardware, software, and cloud-based solutions.
  o Google Workspace and M365 administrator expertise preferred
  o Apple Business Manager and MDM experience preferred
  o ERP and CRM experience and exposure preferred, HCP utilizes Sage Intacct and Virtuous
• Familiarity with IT infrastructure and computing challenges in Asia, Africa, and Latin America.
• Excellent communication skills, both verbal and written, with the ability to explain complex technical concepts to non-technical stakeholders.
• Strong problem-solving and analytical skills, with the ability to make sound decisions under pressure.
• Security certification and/or training.
• Experience managing software/hardware inventory.
• Demonstrated leadership abilities with the ability to motivate and inspire a team.
• Commitment to the mission and values of the nonprofit sector.

Additional qualifications include:
• Excitement to join a nonprofit institution poised to expand global operations.
• Outgoing personality that can collaborate with a variety of personalities at all levels of the organization, building relationships and shared goals across departments and partner organizations.
• A sense of discretion and a high degree of professionalism is required, ability to maintain confidentiality of highly sensitive information.
• Demonstrates a highly professional and cooperative demeanor with supervisors, coworkers and partners.
• Strong interpersonal, communication, facilitation, and presentation skills.
• Detail oriented and able to efficiently prioritize tasks.
• Strong verbal and written communication.
• Ability to work in a fast-paced environment.
• Ability to adapt to new and changing processes.
• Flexibility to adjust and contribute to continually evolving work situations and changing priorities.
• Excellent computer skills and technical aptitude, proficient with Google Workspace, MS Office, Asana (and other cloud-based software), MacOS, and experience with Apple hardware.
• Committed to advancing diversity, equity and inclusion.
Physical requirements:
  ● Prolonged periods of sitting at a desk and working on a computer.
  ● Must be able to lift up to 15 pounds at a time.

To Apply
We invite qualified candidates to submit a resume and cover letter. Please send materials via email to: jobs@cureblindness.org. Applicants should apply online only, do not place phone calls.

Himalayan Cataract Project encourages applications from people of all races, religions, national origins, genders, sexual orientations, gender identities, gender expressions, and ages, as well as veterans and individuals with disabilities.