HCP CUREBLINDNESS

TITLE: Director of IT
REPORTS TO: Chief Operating Officer
LOCATION: US-Based Remote
POSITION TYPE: Full-time

ORGANIZATIONAL PROFILE:
HCP Cureblindness enables countries to cure needless blindness by developing high-quality, cost-effective eye care in underserved areas of the world. Globally, more than 43 million people are blind. Another 295 million suffer from moderate to severe visual impairment. Blindness and vision loss are most prevalent in low to middle income countries where malnutrition, inadequate health and education services, poor water quality, and a lack of sanitation lead to a high incidence of eye disease. There is hope: 80% of the burden of blindness is treatable or preventable. Almost half of blindness - 17 million people - is due to cataracts which can often be cured with a 10-minute surgery that costs as low as $25 in materials.

HCP Cureblindness is keenly focused on enduring solutions to avoidable blindness for under-resourced people and communities, not only providing critical care but strengthening local capacity to provide high-quality eye care. HCP has supported programs in 25 countries in South Asia and sub-Saharan Africa with core focus in Nepal, India, Bhutan, Ethiopia and Ghana. Additional initiatives are underway in South Sudan, Tanzania, the Philippines, Eritrea and Somaliland.

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 and make things happen but are also invested in building a positive team dynamic to bring the work to life.

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

SCOPE OF WORK:
The Director of IT will be responsible for overseeing and managing the information technology operations of a nonprofit organization with approximately 65 employees globally ensuring the IT function provides efficient and effective technical support service. 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. 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 IT Director 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 a diverse portfolio of cloud-based IS assets to manage, troubleshoot and support, including Google Workspace, M365, Slack, Dropbox, Zoom, Sage Intacct (ERP), Virtuous (CRM) and a forthcoming HRIS system. Mac and Windows experience required. Remote support of users, both Windows and MacOS. 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 and CRM projects in progress, and additional IS infrastructure projects in the immediate future. This is a new position with opportunity for growth.

ESSENTIAL JOB FUNCTIONS:

1. 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, Slack, Dropbox, Zoom, Sage Intacct (ERP), Virtuous (CRM) and a forthcoming HRIS system.
   • 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.

2. 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).
   • Analyzes 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.

3. 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.

4. Cybersecurity and Data Protection:
● Develop and implement robust cybersecurity protocols and practices to safeguard sensitive data and protect the organization against potential threats.
● Stay informed about the latest security risks, vulnerabilities, and best practices, proactively addressing any identified risks.
● Conduct regular security audits and ensure compliance with relevant data protection regulations.
● Oversees security of systems, networks, and enterprise information.
● Facilitate IT security audits or investigations.
● Implement and monitor security measures.
● Provide HIPAA security support alongside HCP General Counsel.
● Maintain IT security including: Email security, Cloud services security, Multi-factor authentication.
● Lead cybersecurity auditing and compliance-related activities, including threat detection and response.
● Understand and configure encryption technologies.
● Oversee the cybersecurity of our computing assets, including all laptops (including remote maintenance) and server infrastructure.

5. 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.
  ○ Google Workspace and M365 administrator expertise preferred
  ○ Apple Business Manager and MDM experience preferred
  ○ ERP and CRM experience and exposure preferred, HCP utilizes Sage Intacct and Virtuous
● 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.
● Familiarity with IT infrastructure and computing challenges in Asia, Africa, and Latin America is a plus.

To Apply
We invite qualified candidates to submit a resume and cover letter. Please send materials via email to: jobs@cureblindness.org

The position can be based in Vermont or be fully remote in any state HCP is registered (CO, DC, FL, GA, HI, MD, MA, MI, NC, NH, NJ, NY, NV, OH, VT, VA, WA).

Himalayan Cataract Project considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status or disability.