



OPERATION GRATITUDE
Position Description
Remote

JOB TITLE: Director, Information Systems
REPORTS TO: Chief Operating Officer
LOCATION: Remote
TRAVEL: Less than 5%

MISSION + VISION:

Mission: Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude
Vision: We envision a future where all who serve believe the American people care

THE OPPORTUNITY:

Reporting to the Chief Operating Officer, the Director, Information Systems oversees Operation Gratitude's various Information Systems and their overall health and integrations. The Director works closely with the company leadership to ensure Operation Gratitude's information systems and technologies are aligned to achieve organizational strategic, operational, and tactical goals. Ensure scalability, flexibility, and growth within the organization's evolving programs and initiatives as well as oversee relationships with other vendors managing IT and security-specific functions

KEY RESPONSIBILITIES:

- Manage company-wide IT Priorities, including change requests and projects, as directed by the CEO and COO
- Hire, train, and lead IT department staff
- Oversee the management of all company software and Software as a Service (SaaS) platforms, including Salesforce, Pardot, FormTitan, Office 365, Geopointe, Cirrus Insight, Classy, Gimbal Bar Code, Conga Composer and ensure data integrity across all platforms
- Manage the company IT Salesforce platform to organize and prioritize opportunities and facilitate collaboration across the organization. Assist with monitoring and displaying accurate KPIs reported across the organization's dashboards and CRM systems
- Manage the company's website to prioritize and synchronize changes and improvements
- Manage all vendors and contracts that provide IT-related services
- Create and maintain IT department budget and forecasts; manage recurring expenses, and provide detailed reports on all IT-related expenditures and assets

- Create, revise, and maintain policies, procedures, and processes involving technology and automation, including information security and cybersecurity to ensure all systems comply with industry best practices and ensure data safety across the organization
- Optimize and document Operation Gratitude IT policies and procedures throughout the organization, including Salesforce and search engine optimization
- Research new technologies to ensure the organization is using the most efficient data management methods
- Troubleshoot any issues that arise regarding IT hardware and infrastructure
- Assist with basic information technology tasks such as setting up computers, email systems, new users, etc., as well as troubleshooting technology problems
- Perform all other duties as requested
- Travel as needed

QUALIFICATIONS & EXPERIENCE:

- Bachelor's degree in Information Systems and Technology or similar field; Master's Degree desired
- Salesforce Administrator/Developer certification preferred
- 5+ years of Information Systems experience
- Excellent verbal and written communication skills.
- Proficient in the latest technology for IT systems and management
- Proficient in Microsoft Office Suite or related software
- Proficient with Salesforce and related technologies
- Excellent organizational skills and attention to detail
- Excellent analytical and management skills
- Excellent interpersonal skills

Desired Qualifications (optional)

- Appreciates the spirit of volunteerism, and understands the critical role that volunteers play in the organization
- Prior experience with non-profit organizations

PROFESSIONAL LEVEL: Full-time, Exempt

Operation Gratitude is an equal opportunity employer. To apply, please email your resume and cover letter to resumes@operationgratitude.com

For more information about Operation Gratitude, please visit

www.operationgratitude.com