



KNOXVILLE'S COMMUNITY DEVELOPMENT CORPORATION

901 N. Broadway Knoxville, TN 37917 • Human Resources: (865) 403-1321 • FAX: (865) 594-8743 • KCDC Website: www.kcdc.org

Position Available

Information Technology Director

OPPORTUNITY

Knoxville's Community Development Corporation offers the Information Technology Director an outstanding opportunity for personal investment and service to the citizens of Knoxville and Knox County. KCDC manages, invests and leverages approximately \$100 million annually in fulfillment of its mission to provide affordable quality housing and life-changing opportunities to its program clients. KCDC is seeking an individual with the desire to lift up others by personal investment of time, talents and vocation in the furtherance of KCDC's missions.

OVERVIEW

The Information Technology (IT) Director serves as a member of the Leadership Team (LT) under the direction of the Vice President of Administration. As a member of the LT, the IT Director is involved in strategic planning and initiatives which drive the Agency to achieve its strategies and goals.

Your direct report team consists of highly experienced and professional staff including a Network Engineer, Systems Engineer, and IT Analyst I. You will manage all information technology such as IT infrastructure, security and employee facing software for the agency to support efficient and effective business operations. KCDC's workforce consists of 150 members who work together to improve the quality of life of our residents, to ensure well-maintained and attractive properties, and to ensure outstanding business and professional protocols designed to achieve maximum funding in order to provide optimal housing outcomes for Knoxville area residents.

The IT Director has an amazing opportunity to shape KCDC's future and operations by identifying strategic technology initiatives to advance automation, security and efficient business processes across the Agency.

TO BE EFFECTIVE IN THIS ROLE YOU WILL NEED

- Passion to serve our local community through the work at KCDC
- Ability to relate to and encourage staff to achieve agency goals
- Excellent analytical and management skills
- Excellent time management skills
- Technical knowledge necessary to perform all job responsibilities
- A tireless work ethic

Equal Opportunity Employer



- A positive attitude and ability to think outside the box

MINIMUM REQUIREMENTS

Bachelor's degree in Computer Science, Management Technology, Management Information Systems or a related field and a minimum of five years of experience managing an IT department/division for a large company, with a minimum of two years experience in a high-level supervisory capacity. A Master's Degree and professional certifications are highly preferred. An equivalent combination of education and experience may be considered.

Must possess a valid driver's license and be insurable under the KCDC's automobile insurance plan at the standard rate.

BENEFITS

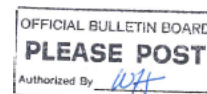
- Ensuring you rest from work with generous paid time off benefits
 - 11 paid holidays annually
 - 2 to 5 weeks paid vacation annually with a 240-hour roll-over
 - 12 paid sick days annually
- Saving you money and preparing you for retirement
 - Flexible Spending Accounts for medical and dependent care expenses
 - Pre-tax insurance premiums
 - Defined Contribution Retirement Plan with 8.8% company contribution; No contribution required by you
 - Roth Account, a post-tax retirement savings plan
 - Deferred Compensation Plan (457b account), a pre-tax retirement savings plan
- Taking care of you and your loved ones
 - Medical, dental, vision, and life insurance options
 - Long-term and short-term disability insurance
 - Free Employee Assistance Program
- Helping you achieve a healthy lifestyle and work/life balance
 - *The Healthy Track*, a comprehensive wellness program
 - Remote workplace options
 - Flexible work hours
- Supporting your growth and advancement
 - Funds available for Continuing Education Credits (CEUs)
 - Tuition assistance for college coursework

Compensation: Minimum starting pay is \$80,700 – \$107,000 depending on qualifications.

Apply online:

- External applicants: <https://jobs.kcdc.org>
- Current KCDC employees: <https://vistalive.kcdc.org>

Application deadline: Applications will be accepted until the position is filled.



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Classification Specification

Classification:	Information Technology Director	Skill Level:	11
Reports To:	Vice President of Administration	Class Code:	447
FLSA Status:	Exempt	Revision Date:	August 15, 2022

SUMMARY

The Information Technology (IT) Director serves as a member of the Leadership Team (LT) under the direction of the Vice President of Administration. As a member of the LT, the IT Director is involved in strategic planning and initiatives which drive the Agency to achieve its strategies and goals. The Information Technology Director manages and directs the company’s information technology (IT). The Director of IT is responsible for understanding KCDC operations and identifying strategic technology initiatives to advance automation, security and efficient business processes across the Agency. The Director of IT understands that IT is a service department with KCDC staff and KCDC clients being its customers.

All activities must support Knoxville’s Community Development Corporation’s (“KCDC” or “Authority”) mission, strategic goals, and objectives.

SUPERVISORY RESPONSIBILITIES

The Information Technology Director supervises an information Technology Analyst I, a Network Engineer, and a Systems Engineer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Hires and trains IT staff
- Coaches employees and conducts performance reviews
- Administers discipline and enforces policies
- Schedules, organizes, and assigned projects to IT staff
- Monitors the Help Desk system and identifies opportunities for improvements
- Oversees all IT projects and daily tasks
- Plans, develops and implements IT strategies in response to operational needs of staff and external needs of customers/clients
- Assesses risk and identifies security vulnerabilities by establishment of policies and procedures to protect sensitive data, devices, systems, and applications from cybersecurity threats from malware infections, phishing scams, and other attacks.
- Works with executive team to constantly identify areas for technology based support for all functional areas.
- Responsible for all technology procurement and vendor relationships.
- Responsible for creation and oversight of hardware replacement cycles
- Assesses the need for systems modernization and upgrades and manages related implementation
- Identifies new IT developments and technologies and manages deployment of such

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- Provides oversight to the accessibility, functionality, and security of all computer resources to include data storage, infrastructure, networking equipment, web applications, and computer hardware
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss
- Establishes efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure
- Analyzes IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
- Facilitates IT security processes, standards, audits or investigations
- Oversees security of systems, networks, and enterprise information
- Develops and maintains relationships with external IT vendors and service providers
- Coordinates multisite IT systems via enterprise resource planning (ERP).
- Maintains the Agency communications systems including phone system, cell phones, email, emergency contact system
- Manages IT peripherals such as copiers, printers, scanners, work stations, laptops, storage devices, etc.
- Creates and coordinates the annual IT budget that is in line with long term KCDC strategy
- Maintains the IT Division budget and approves expenses
- Coordinates the Agency-wide 5-year IT strategy and budget forecast
- Coordinates IT Division communication initiatives with Agency staff (such as newsletters, articles, instruction materials, manuals, etc.)
- Coordinates acquisition of IT equipment with procurement staff
- Coordinates IT needs with selected construction companies to seamlessly integrate standards and equipment, to the extent feasible, when new buildings are constructed or existing buildings undergo renovations.
- Coordinates IT-related training for Agency staff whether provided internally or externally
- Evaluates and assigns work requests from KCDC staff for A/V support, blueprints, graphical support, newsletters, graphics, etc.
- Provides required IT information for audits and reviews
- Maintains KCDC software licensure records
- Evaluates and assigns priority level to requests for programming from KCDC staff.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of computer hardware, Microsoft Windows operating systems, telecommunications devices, elevator communications, copiers/printers, security systems, access systems, and intranet/webpages.
- Knowledge of enterprise management software.
- Knowledge of networking including routers, remote communications, and servers.

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- Knowledge of SQL and databases.
- Knowledge of effective problem-solving procedures for computer hardware, operating systems, and software applications.
- Knowledge of Microsoft Server, backup systems, firewalls, fiber optic networking, wide area networks, broadband connectivity
- Knowledge of effective supervisory principles and practices.
- Excellent time management skills.
- Excellent organization skills.
- Strong attention to details.
- Skill in assessing the needs of managers and employees for information technology needs.
- Ability to understand processes and program needs for all business areas within KCDC.
- Ability to plan, organize, and direct the operations of the unit.
- Ability to oversee the development, design, and implementation of new information systems and services.
- Ability to analyze highly technical processes, procedures, and problems and take appropriate action or make appropriate recommendations.
- Ability to communicate effectively, both orally and in writing.
- Ability to prepare and maintain complex records and reports.
- Ability to work effectively under stress, close deadlines, and competing demands.
- Ability to perform short and long-range planning.
- Ability to stay abreast and maintain current knowledge of advances in the IT and Procurement fields.
- Ability to establish and maintain effective working relationships with internal customers, external customers, suppliers, vendors, and the general public.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving and Analysis: Systematically identifies, analyzes and resolves existing and anticipated problems in order to reach optimum solutions in a timely manner.

Program and Project Management: Plans, manages, and evaluates specific activities in order to deliver the desired outputs.

Strategic Capability and Leadership: Provides mission, sets direction, and inspires others to deliver on the organizational mandate. Manages performance by providing regular feedback and reinforcement. Decisions are based on ethical and socially responsible principles.

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

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Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

EDUCATION AND EXPERIENCE

Bachelor's degree in Computer Science, Management Technology, Management Information Systems or a related field and a minimum of five years of experience managing an IT department/division for a large company with a minimum of two experience in a high-level supervisory capacity. A Master's Degree and professional certifications are highly preferred. An equivalent combination of education and experience may be considered.

CERTIFICATES, LICENSES, AND REGISTRATIONS

Valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]