



Vice President of Information Technology

Are you a strategist who understands how to apply technology to increase productivity, create efficiencies, support decision-making, and facilitate communications? Are you ready to apply these skills in a way that will make a true difference in the lives of children and families in North Carolina?

Children's Home Society of North Carolina (CHS) is seeking a Vice President of Information Technology to lead the strategy, design, development and implementation of CHS's information systems, software applications, and IT support and infrastructure systems for the organization statewide.

About Children's Home Society

At CHS, our mission is to promote the right of every child to a permanent, safe, and loving family. We believe that our people are the reason behind our success.

Children's Home Society has continued to evolve since our founding more than a century ago to an organization with a \$28M budget that employs 300 individuals. With offices in 10 cities across North Carolina and remote work opportunities, we are continuing to grow a workforce that is equitable, diverse, and inclusive. Being a member of the CHS family means joining a team committed to championing family well-being and sharing a belief in the power of family to transform lives and communities.

CHS was selected as a 2021 Best-in-Class employer by Gallagher. Gallagher's Best-in-Class awards recognize employers that excel in supporting their employees' physical, emotional, career and financial wellbeing for better organizational outcomes.

We believe that healthier families shape healthier communities. That is why we are committed to giving every child and family a voice and relentlessly advocating for their success. We put heart and discipline into helping families grow healthy and strong, and connecting them to tools, skills, and knowledge critical for their well-being. When we empower families to be the best versions of themselves, we can lead the way for meaningful change.

At the heart of what we do is our commitment to our mission and our core values of compassion, integrity, excellence, and innovation. CHS launched a new strategic plan in 2022, and part of the plan is to support our organizational growth with key leaders, including this role, VP of Information Technology.

As North Carolina's leader in transforming families and communities so children can thrive, we are seeking a Vice President of Information Technology to lead our team.

Want to know more? Visit <https://www.chsnc.org/>.



About The Opportunity

The Vice President of Information Technology (VP of IT) serves on the Executive Leadership Team, and is responsible for leading the IT strategy and direction for the organization, providing overall technology guidance and governance. This is a new position, created to emphasize the critical role technology plays in the achievement of CHS's goals.

The VP of IT will be tasked with developing and implementing a comprehensive technology strategy that supports CHS's business and programmatic operations and encompasses hardware, software, and network platforms; IT standards, policies, procedures, and service levels; data collection, analysis, and presentation; applications development and integration; security and redundancy; and ongoing systems- and user-level support.

The VP of IT is responsible for managing the IT team and for building trusting relationships with leaders across the organization to identify, navigate, and prioritize technology needs that will help us achieve our mission responsibly with improved systems, security, and the ability to communicate effectively and use data to tell our story and understand our impact. The VP of IT will help create system strategies and integrations that improve the employee experience with technology.

The VP of IT will work closely with members of the leadership team and their staffs to identify opportunities to implement technology solutions to support key functions and improve performance and communications. The VP of IT will also work closely with our learning and evaluation team to integrate systems that allow us to collect and report our data with efficiency and efficacy.

The VP of IT will be expected to remain up-to-date on industry trends and proactively make recommendations to enable business strategies. The VP of IT will oversee a team that currently consists of 6 employees, with contractors and vendors engaged as needed to achieve specific objectives.

Essential Functions

- Create an organizational information technology strategy that supports the achievement of CHS's goals
- Develop and implement an IT operational plan to ensure all systems necessary to support CHS's operations and objectives are in place and continuously reviewed for potential updates and improvement; periodically adapt the plan as goals evolve to ensure technology strategies align with organizational and departmental strategies
- Partner with program leaders to identify needs, evaluate alternative business solutions and strategies, and select and customize technology that improves employee and customer experience; optimize or replace existing technologies to address organizational and departmental problems



- Establish and communicate objectives and strategies for the IT department that support the organization's overall mission, objectives, and strategies; drive the execution of infrastructure and technology operations initiatives and projects to achieve the desired functionality, scalability, performance, and availability goals
- Select and implement suitable technology platforms to streamline internal operations that improves CHS's ability to communicate effectively and collect and use data efficiently; integrate multiple data sources and present data in a way that enables informed, actionable business decisions
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization
- Build and manage a service-oriented team, using internal and external resources as appropriate, to implement, maintain, and support CHS's information technology infrastructure; quantify and manage workloads for members of the existing IT team
- Establish and maintain partnerships with IT providers
- Develop, manage, and effectively communicate the information technology budget; develop business case justifications and provide the ROI for the costs, value, and risks for information technology capital investments
- Provide leadership and oversight of IT governance including security, business continuity, disaster recovery, and incident response planning
- Manage and effectively communicate the security plan and security needs for CHS's data and information
- Monitor changes and advancements in technology to discover ways the organization can stay proactive in the use of technology; demonstrate technology thought leadership, introducing new concepts, products, and/or procedures as relevant

Knowledge, Skills, and Competencies

- Commitment to and passion for the mission and values of Children's Home Society
- Track record of success leading the development and implementation of an overall technology strategy in a multi-departmental environment
- Comprehensive understanding of technology infrastructure components and IT policies and procedures
- Strategic thinker with and execution-orientation and a continuous improvement mindset with focus on improving systems, coordinating efforts, using data to drive decision-making, and a commitment to reaching goals
- Proven experience leading technology and project teams; experience building and directing an IT team that embodies a service-oriented mindset



- Proven ability to work with others to understand and define end users' needs and to help users identify solutions for those needs
- Strong understanding of industry-standard security practices and ability to minimize user frustrations without compromising security practices
- Proven knowledge of industry-standard concepts of project management
- Experience planning IT implementations for both infrastructure and software systems
- Superior analytical and problem-solving skills
- High level of emotional and professional intelligence and ability to quickly build trust and develop relationships
- Flexibility and proven ability to innovate
- Strong written and verbal communication skills

Minimum Qualifications

- Executive-level leadership experience in a technology leadership role
- Bachelor's degree in a technology-related field or equivalent experience
- 15+ years' experience in the IT field
- 10+ years' experience in a leadership role leading individuals and teams

Think you have what it takes to be CHS's Vice President of Information Technology?

To apply, click on the link to the Vice President of Information Technology position profile at www.ArmstrongMcGuire.com/apply. You will see instructions for uploading your compelling cover letter, resume, salary requirements, and professional references. Please provide all requested information to be considered. In case of any technical problems, contact staci@armstrongmcguire.com. No phone calls, please, and no applications will be accepted by email or directly from third-party posting sites.

Salary is commensurate with the requirements of the position and CHS's operating budget. Benefits include medical, dental, life, short and long-term disability insurance, a flexible spending plan, 403(b) retirement plan, accrued vacation and sick time, paid parental leave, and 11 paid holidays.

Equity, diversity, and inclusion is a priority for CHS and we are committed to building a culture governed by equity, leading with compassion, driven by results, honoring differences, and never settling. CHS is actively recruiting a diverse pool of candidates for this position.