



## **National CASA Association Seeks Director of Information Technology**

**Location: Seattle, WA**

The National Court Appointed Special Advocate Association (National CASA) fulfills society's most fundamental obligation by making sure a qualified compassionate adult will fight for and protect an abused or neglected child's best interests. The mission of National CASA, together with its state and local members, is to support and promote court-appointed volunteer advocacy so that every abused or neglected child can be safe, establish permanence and have the opportunity to thrive. But today, only 35 percent of the children in the system have access to a CASA volunteer. The National CASA Association is committed to ensuring 100 percent of the children in the system have access to a CASA volunteer.

### **Position Summary:**

In collaboration with the Information Technology Officer, the Director of Information Technology oversees the management, strategy and ongoing operations of the Information Technology (IT) infrastructure for the organization's processes, operations, and infrastructure.

### **Core Duties & Responsibilities:**

- Oversee ongoing improvements and the feasibility of system enhancements, and assess new computing and data management technologies to determine potential value for the organization.
- Support and maintain applications that run National CASA's central operations, in collaboration with our outsourced help desk and IT support partner.
- Analyze and improve efficiency and stability of current systems. Support desktop workstations, printers, telecommunication devices, and PDAs.
- Assist the Information Technology Officer with developing technology operating and capital budgets.
- Assist the Information Technology Officer with negotiating contracts, service level agreements and pricing with vendors and service providers.
- Oversee the outsourced help desk to ensure the end users are provided with timely and competent technical support.
- Develop and promote policies and procedures in support of all technology services and operations.
- Assist the Information Technology Officer in the documentation of the company's existing systems architecture and technology portfolio and make recommendations for improvements and/or alternatives.
- Assist the Information Technology Officer in the implementation and support for all data and voice telecommunications.
- Assist the Information Technology Officer in developing and execution of an enterprise-wide business continuity and disaster recovery plan.

- Manage the review and certification of all back-up and disaster recovery procedures and plans.
- Serve on committees as directed.
- Perform other duties as assigned by the Information Technology Officer.
- Develop standard operating procedures and best practices, including providing written protocols and guidance to end-users.

### **Experience and Professional Qualifications**

- Bachelor's degree in computer science or equivalent education.
- Experience in the nonprofit sector preferred.
- Demonstrated ability to work collaboratively with technical staff, to work with the Executive Management of an organization, and to manage multiple concurrent projects.
- Excellent verbal and written communication skills.
- Proficient in desktop and server Operating Systems, MS Exchange Server, Windows, and major commercial software packages including database, word processing, spreadsheet, utilities, and communications protocols.
- Demonstrated ability as a project manager.
- Demonstrated ability to plan and operate strategically to strengthen infrastructure and effective technology solutions.
- The ability to plan, set goals and objectives, organize, and follow through.
- A strong interpersonal and communication skill set and demonstrated ability to work effectively with and gain the respect and support of varied and changing constituencies including staff, board members, potential donors, volunteers and the like.
- Familiarity with security and privacy issues.
- Must be self-starter, be able to work well independently, under pressure and to meet deadlines.

### **Salary and Benefits**

National CASA offers a competitive base salary plus benefits, generous paid leave, and work/life balance policies. This is a full-time exempt position.

### **Organizational Values**

Adaptability ◦ Collaboration ◦ Integrity ◦ Respect ◦ Quality ◦ Service ◦ Stewardship

National CASA, headquartered in Seattle, Washington with an office in Washington D.C., is committed to an inclusive and welcoming workplace environment and is proud to be recognized for Excellence in Workplace Flexibility by the Alfred P. Sloan Foundation, as one of Washington's Best Workplaces by the Puget Sound Business Journal, and as a Best Adoption Friendly Workplace by the Dave Thomas Foundation for Adoption. National CASA has been certified by the Standards for Excellence Institute for ethics and accountability in the nonprofit sector.

*To apply:* Send resume and cover letter to [employment@casaforchildren.org](mailto:employment@casaforchildren.org) by May 30, 2016.

**NATIONAL COURT APPOINTED SPECIAL ADVOCATE ASSOCIATION**  
**[www.casaforchildren.org](http://www.casaforchildren.org)**  
**EQUAL OPPORTUNITY EMPLOYER**