

ATD South Carolina Position Description: 2024 Director of Technology

Position Summary:

The Director of Information Technology will manage and direct the chapter’s information technology (IT) operations, ensuring the chapter provides efficient and effective technical support service.

Time Commitment:

Term: 1 year

Estimated Time Requirements per month: 4.30 hours

- Attending committee meetings: 1 hour plus travel time
- Attending chapter learning events: 2 hours plus travel time and set up
- Communicating with the administrative office and support about escalated issues: 1 hour
- Reviewing technological advances/best practices: 30 minutes

Responsibilities:

User Access	<ul style="list-style-type: none"> • Review administrative and support role access for various tools used internally including Google Suite, WebEx and other virtual tools. • Assign appropriate passwords as needed. • Design and implement the access review process, ensuring that access is reviewed both for appropriateness of access as well as privilege levels. • Deactivate access when appropriate and/or when there are role transitions, at the end of the fiscal year, etc.
Technological Study and Recommendations	<ul style="list-style-type: none"> • Conduct a study that includes appropriate research, pulse survey, budget, and feedback from focus groups on the best technology platforms to connect chapter members (ex. text messages, Slack, etc.) • Present recommendations of technology study and results to the Board of Directors. • Provide recommendations on technology-related best practices to the Board. • Source new ideas and concepts of using technological innovation to deliver enhanced services to members.
Chapter Website	<ul style="list-style-type: none"> • Collaborate with the Communications committee on the functionality of web pages.
Wild Apricot	<ul style="list-style-type: none"> • Monitor Wild Apricot (system broadcast messages) to ensure there are no interruptions. • Review new tools in Wild Apricot to determine if they will serve the needs of the chapter. Conduct any tests on functionality and report issues. • Communicate with ATD National support on issues or challenges related to Wild Apricot.
Technical Support	<ul style="list-style-type: none"> • Serve as support when technical assistance is needed during a webinar, hybrid or in-person event; provide support during breakout rooms or with event presentations. • Assist with set-up for in-person, virtual and hybrid events. Duties include: • Testing audio-visual (A/V) equipment and other equipment.

	<ul style="list-style-type: none"> • Communicating with A/V support at the facility. • Collaborate with the education committee on troubleshooting technical issues speakers and/or members may face during in-person, virtual and hybrid events.
Conference	<ul style="list-style-type: none"> • Assist with technical and set up and resolve technological concerns before, during and after the annual conference.

What success looks like for the Director of Technology –

The Director of Technology will:

- Have strong technical skills and experience with multiple platforms (cloud-based, PCs, Macs).
- Be able to maneuver/adapt through various technical environments.
- Be collaborative and work well with others.
- Prepare a budget for technology needs.
- Be skilled in written and verbal communication, personal interaction and problem-solving.
- Have the ability to plan, organize, and execute activities as required by the position.
- Have the ability to complete projects within established timeframes.
- Have the ability to delegate tasks and monitor follow-through.
- Have time available to participate in meetings as needed.
- Trouble-shoot concerns and advocate for the chapter.
- Have the capacity to mentor others interested in serving in the role.

Additional Information

The Director of Technology may be an in-kind donor or volunteer who serves as a stand-alone member of the Communications Committee and who will also collaborate with the Education Committee but is not a member of the Board of Directors. The Director of Technology is encouraged to be a chapter member but is not required to be a chapter member. The Director of Technology will receive complimentary registration to the chapter’s annual conference in exchange for providing technical assistance before, during and after the conference.