



## Director of Collaborative Technology

Imagine a place where your talent can make a meaningful difference our neighbor's lives. Working at Mountaineer Food Bank is a uniquely rewarding experience in which our employees work together as vital parts of a much larger mission: to feed the hungry in West Virginia. We are innovative, mission-focused, diverse, collaborative, values-driven and focused on results. We are a West Virginia non-profit and the state's largest feeding organization. Located in the heart of West Virginia, our mission is to feed West Virginia's hungry through a network of feeding programs and engage the state in the fight to end hunger.

### What you'll do

As a proactive and successful **Director of Collaborative Technology** at Mountaineer Food Bank (MFB) you will report directly to the Chief Information Officer (CIO) and be responsible for translating the organization's technology strategy into action, advancing Mountaineer Food Bank's mission to feed West Virginia's hungry and empower communities to end hunger. As a director, you will be a key collaborator across all departments, and responsible for providing the technical insights and data required for compelling grant applications and crucial impact reporting. While your primary responsibility is to advance our mission-critical priorities by owning a dynamic and evolving portfolio of technological projects from successful buy-in, education, implementation, to effective ongoing performance and maintenance of the organization's tech stack. More than just managing rollouts, your core function is to champion a robust technology enablement strategy. This means creating the training and support systems that give our staff and partners the confidence and skills to turn technology into a true strategic advantage in the fight against hunger. So, you'll be the hands-on leader who ensures our systems, partners, and people are all working together.

*In this dynamic leadership role, you will be the bridge between two critical functions: balancing the hands-on expertise of a 'Specialist'—our tactical champion for our users—with the high-level vision of a 'Director' who turns our mission's strategy into daily action.*

### Each day when you're wearing your 'Specialist' hat...

- **Develop and deliver training** by creating clear instruction manuals, hosting educational demonstrations, and providing technical assistance for both internal staff and our external partners.
- **Troubleshoot and problem-solve** by diagnosing and resolving technical issues related to our software, hardware, and systems to keep our operations running smoothly.
- **Gather critical feedback** by collecting both qualitative and quantitative data from users to understand their needs and measure the impact of our technology.

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- **Stay current and future focused** regarding technology trends by researching and participating in webinars and developmental opportunities to stay up-to-date — from ERPs and CRMs to UCaaS and everything in-between — and sharing recommendations on how new features or additions can further improve our tech stack, thereby increasing organizational efficiency and effectiveness.
- **Create and organize resources** by maintaining accessible records of all training materials, project plans, and technical documentation.

### Each day when you're wearing your 'Director' hat...

- **Manage the technology project portfolio**, overseeing the execution of multiple strategic initiatives simultaneously to ensure they meet deadlines and goals.
- **Drive cross-departmental collaboration**, meeting with Departmental Leadership to understand their technological needs, providing regular progress updates to Executive Leadership, and supplying the necessary information for grant applications and reporting.
- **Increase support and buy-in** for new technology initiatives by clearly communicating their value, purpose, and impact to staff, partners, agencies, and other key stakeholders.
- **Co-develop technological strategy** with the CIO, by gathering and sharing back qualitative and quantitative user feedback and related data to inform project implementation and the continuous improvement of our systems.
- **Advise on technology policy**, helping to create and refine the organizational guidelines that govern the use of our technology safely and effectively.
- **Provide counsel on the evaluation** of new technology with a lens that considers ROI, gap-fill, and integration alongside existing systems.
- **Oversee portfolio-related technological equipment** identification, acquisition, set-up, and tracking

### Lastly, the essential skills are...

- **Strategic & Tactical Leadership**: You have proven experience leading technology projects and can align IT initiatives with organizational goals. You are a proactive planner, not a reactor, and can provide the tactical leadership required to execute a strategic plan.
- **Project & Change Management**: You have a demonstrated ability to manage a portfolio of technology projects from concept to completion, particularly because of your skills in managing the human side of change, helping staff and stakeholders adopt new technologies effectively.
- **Vendor & Systems Management**: You possess the ability to manage relationships with technology partners and vendors, ensuring the security, reliability, and efficiency of the organization's complete technology stack (e.g., ERPs, CRMs, cloud services, etc.).

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- **Exceptional Communication:** You can translate complex technical concepts for non-technical stakeholders and are skilled at fostering collaboration across all levels of an organization. This includes training and presenting to diverse groups.
- **Collaborative Problem-Solving:** You excel at working with teams to identify challenges, propose creative solutions, and foster a culture of cooperation and continuous improvement.
- **Data-Informed Decision Making:** You are adept at using data to analyze system performance, measure the impact of technology, and sharing those findings cross-departmentally.
- **Mission-Driven Focus:** You have a genuine passion for the organization's mission, a commitment to serving our communities, and for leveraging technology initiatives as a mission-critical tool.
- **Relevant Background:** A Bachelor's degree in IT, Computer Science, Business, or a related field is preferred. Significant, relevant professional experience can serve as a substitute.
- **Valid Driver's License:** A valid driver's license for up to 50% MFB service area travel, dependent on project lifecycle stage.

We are an equal opportunity employer, and all applicants will be considered. We are committed to a diverse and inclusive workplace where we learn and work together to change West Virginia. This position will work 38-45 hours per week as a hybrid role, with an expected 8 in-office days each month depending on project rollout phase. Additionally, required travel within MFB's service area will vary based on project lifecycle stage, requiring some evenings and weekends to accommodate onboarding and training schedules.

The starting salary range for this role is \$60,000 to \$65,000, plus generous benefits package including 100% employer paid health, vision, dental, and life insurance. Also includes paid time off, limited remote work options, and 401K option with match 30 days. Send resume, references, and cover letter to [chad@mountaineerfoodbank.org](mailto:chad@mountaineerfoodbank.org) by December 31<sup>st</sup>. Feel free to direct questions about this opportunity to the Chief Information Officer, Kayla Wright, via email, at [kwright@mountaineerfoodbank.org](mailto:kwright@mountaineerfoodbank.org). We look forward to talking with you!

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### Job Description

<b>Job Title</b>	Director of Collaborative Technology	<b>Primary Supervisor</b>	Chief Information Officer
<b>Location</b>	Hybrid	<b>Travel Required</b>	Varies (up to 50%)
<b>FLSA Classification</b>	Exempt - Salaried	<b>Position Status (FT, PT, etc.)</b>	Full time
<b>Work Schedule</b>	Monday – Friday 7:00-5:00 (38-45 hours); flexes between 4-5 day/week	<b>Physical Demands</b>	Light / Sedentary (see chart below)
<b>Required Education &amp; Experience</b>	A Bachelor's degree in IT, Computer Science, Business, or a related field is preferred. Significant, relevant professional experience can serve as a substitute.	<b>Safety Sensitive Position</b>	No

### PHYSICAL / ENVIRONMENTAL DEMANDS

*The table below shows how much on-the-job time is spent in the following physical activities*

ACTIVITY	NONE	UNDER 1/3	1/3 TO 2/3	OVER 2/3
Standing			X	
Walking		X		
Sitting				X
Using hands to finger, handle or feel				X
Reaching with hands and arms		X		
Climbing or balancing		X		
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing				X
Tasting or smelling	X			
Driving			X	

This position is described as **light / sedentary** performing non-strenuous daily activities of an administrative nature. This position requires lifting or carrying items less than 10% of the time. Frequency of weight lifted is as follows: up to 25 lbs. under 1/3 of the time. This position requires both close and color vision as well as manual dexterity sufficient to work with the fingers. This position requires the need to frequently attend meetings before and after work hours. The work environment is well lighted, heated/air conditioned indoor office setting with adequate ventilation. The noise level is moderate, as typical of a business office setting with computers, printers, light traffic, and phone conversations. **Equipment Used:** Computer/laptop, telephone, copier, fax, scanner, printer, related systems

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***We believe in a West Virginia where no one goes to bed hungry...today or tomorrow.***

### **Position Summary - Director of Collaborative Technology**

The Director of Collaborative Technology plays a vital role in advancing our mission by ensuring the systems and data used by the food bank effectively support our work to end hunger. This position is responsible for fostering Mountaineer Food Bank's technology ecosystem, implementing strategic initiatives through project and change management processes, developing user training and resources, and providing guidance to internal teams and partner agencies. The Director of Collaborative Technology collaborates with all departments and external partners to translate the organization's strategic vision into a functional reality ensuring our technology is a powerful tool that enhances our ability to feed West Virginia's hungry and engage the state in the fight to end hunger.

### **Attributes & Values**

This position requires an individual that is passionate, focused and shows creativity around Mountaineer Food Bank's vision, mission, and values. Mountaineer Food Bank uses the Working Genius model ([www.workinggenius.com](http://www.workinggenius.com)) to assess and identify attributes for each position based off the WIDGET model.

- **Motivated** - intrinsically motivated, diligent and push yourself to do your best work. Always looking for new ways to grow and improve.
- **Humble** - self-confident but not arrogant and quick to share credit and praise others freely. Willing to help the team get the job finished right.
- **Wise** - Emotionally intelligent and know how to communicate with and work well with others. Understand how your words and actions affect the people around you.

### **Essential Duties & Responsibilities**

- **Oversee the Technology Project Portfolio:** Manage the execution of technology initiatives from concept to completion, ensuring projects are aligned with the strategic plan and delivered on schedule.
- **Lead Technology Enablement & Training:** Champion the adoption of new and existing technologies by developing and delivering clear training, demonstrations, and support resources for both internal staff and external partners.
- **Drive Cross-Departmental Strategy:** Collaborate with the CIO and departmental leadership to co-develop the technology roadmap, using user feedback and data to inform the continuous improvement of our systems.
- **Manage Vendor & Partner Relationships:** Serve as the primary liaison for key technology partners and vendors, managing contracts and service levels to ensure the reliability and security of our IT infrastructure.
- **Provide Hands-On Technical Support:** Act as the lead technical expert to troubleshoot and resolve complex system issues, ensuring the smooth daily operation of our software and hardware for projects within the assigned portfolio.

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- **Support Grant & Funding Efforts:** Provide essential technical information, project outcomes, and data to support the development of compelling grant applications and complete timely reporting.
- **Advise on Technology Policy & Procurement:** Guide the creation of organizational technology policies and advise leadership on the evaluation and procurement of new systems and equipment.
- **Gather & Interpret Data:** Collect and analyze qualitative and quantitative data from users to measure the impact of technology, identify needs, and provide insights that advance our mission.
- ***Willingness to perform other duties as assigned by supervisor.***

#### Qualifications

- A Bachelor's degree in Information Technology, Business, or a related field is required; relevant professional experience can serve as a substitute.
- Proven experience in technology project management, preferably in a nonprofit or community-focused setting.
- Demonstrated ability to lead technology implementation, training, and user-adoption strategies.
- Exceptional communication and collaborative leadership skills are essential.
- A passionate commitment to our mission and to leveraging technology to help end hunger in West Virginia.

#### Job Competencies

- **Demonstrates Mission-Driven Leadership:** Lead with a passion for MFB's mission, using focus and creativity to align technology solutions with MFB's organizational values.
- **Exhibits Strategic Collaboration:** Build effective relationships with both internal and external stakeholders, fostering teamwork and motivating others to meet goals and adopt new technologies.
- **Displays an Orientation Toward Action and Innovation:** Possess a strong work ethic and the internal drive to identify challenges, propose creative solutions, and continuously improve systems to advance MFB's work.
- **Practices Empathetic Communication:** Relatable and positive communicator, able to organize and provide technical demonstrations with a deep awareness of the audience's needs and capacity.

#### Physical, Mental, and Environmental Requirements

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. While performing the duties of this job, the employee is regularly required to

- Work in an office setting either remotely or at MFB with varied amounts of travel to other locations in MFB's footprint (up to 50% depending on project lifecycle)
- Sit, stand, walk, bend, kneel, and use hands, arms, and legs for dexterity, balance, and climbing stairs.
- Must be able to sit for prolonged periods of time.
- Occasionally required to operate office equipment and machines and recognize safety hazards in the workplace.

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- Must be able to lift, carry, and balance objects weighing up to twenty-five pounds.
- Must be able to hear, see, read, and communicate verbally and in writing frequently with a wide range of people from divergent socio-economic and cultural backgrounds and origins.
- Demonstrate a professional demeanor in interactions with all MFB staff, agencies, donors, government officials, and the public.
- Keep informed and consistently practice the policies and procedures of MFB regarding compliance.
- Possess knowledge of MFB and all programs

This position will work 38-45 hours per week as a hybrid role, with an expected 8 in-office days each month depending on project rollout phase. Additionally, required travel within MFB's service area will vary based on project lifecycle stage, requiring some evenings and weekends to accommodate onboarding and training schedules. Mountaineer Food Bank is an equal opportunity employer.

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