

DIRECTOR OF INFORMATION SYSTEMS

SUMMARY: The Director of Information Systems (DIS) serves as a key member of the Information Systems team and reports directly to the Chief Administrative Officer. The DIS is responsible for the following:

RESPONSIBILITIES:

- Database Management:
 - Plan, develop, and maintain functionality of the database and related software.
 - Create and publish database reports and other analytics according to established schedules or as requested by staff and volunteers.
 - Participate in the full upgrade cycle including planning, implementation, testing, and roll out.
 - Develop creative and accurate solutions to meet the information needs of the Executive Headquarters staff, local and national volunteers, and our collegiate and alumnae chapters as outlined by the Governing Council and the Fraternity Leadership Team.
 - Complete required financial functions such as annual billing, event billing, managing chapter changes and credits, and other duties as assigned by the CFO.
- Hardware & Software Planning:
 - Source and install new hardware and software and technology applications to meet the organization's needs.
 - Design and conduct testing for new technology systems across the organization.
 - Oversee event system operations for virtual and in person events including registration, event apps, reporting, and attendance tracking.
 - Contact appropriate vendors for network, database, or software issues.
 - Act as level two support for end-user issues with database and other systems; creating system-level solutions as needed.
- Information Security:
 - Work closely with Chi Omega's managed service provider to ensure that technology systems are functioning correctly, and cybersecurity standards are being adhered to, research and recommend improvements or adjustments to our procedures based on industry trends and best practices.
 - Control and administer access permissions and privileges for all information systems.
 - Ensure Chi Omega's information sharing policy is followed whenever member information is shared with vendors or via member requests.
 - Develop training materials and conduct end user training on technology systems and information security for staff and volunteers.
- Department Management:
 - Coordinate with vendors on operational tasks including hardware, software, and open database tickets.
 - Supervise information systems administrator ensuring accuracy and completeness.

- Provide and promote superior customer service to all internal and external customers.
- Act as technical liaison on projects across the organization as needed.
- Create and update department database and software procedures as needed.
- Assist in creating the annual technology budget.
- Complete continuing training as applicable to position.
- Complete other duties as assigned.

EDUCATION | EXPERIENCE:

- A four-year degree with experience in technology, information systems, or database management.

TECHNICAL SKILLS:

- Five years' experience in database maintenance and administration.
- Experience with Office 365 administration.
- Experience with report writing including IQA.
- Willingness to learn explore and learn software and solutions.

QUALIFICATIONS | REQUIREMENTS:

- Experience with vendor management and managing small and large-scale projects.
- Experience managing employees.
- Excellent written and oral communication skills.
- Excellent interpersonal skills, including an optimistic, flexible attitude.
- Ability to work independently and remain motivated and deadline oriented.
- Prior experience with a membership organization is preferred.
- Membership in Chi Omega is preferred but not required.

LOCATION: This position is located at the Executive Headquarters in Memphis, TN.

TRAVEL: Travel for this position is required for Chi Omega Convention, other national meetings or professional training. Training is typically scheduled in advance.

ABOUT CHI OMEGA: Founded in 1895, Chi Omega Fraternity is the largest women's fraternal organization in the world with over 400,000 initiated Sisters and 181 collegiate chapters. Chi Omegas bring the Fraternity's founding purposes to life, one woman at a time, through friendship, personal integrity, service to others, academic excellence and intellectual pursuits, community and campus involvement, and personal and career development. Chi Omega's shared values inspire Sisters to serve the world for a lifetime. Learn more at chiomega.com.