

## Rhode Island Community Food Bank

### Job Description

Position Title: Director of Information Technology  
Reports To: Chief Financial Officer  
Status: Exempt (salaried)  
Grade: 14  
Salary Range: \$95,000 - \$110,000  
Work From Home: Eligible up to 20% of time



**Our Mission:** To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

**Our Vision:** We envision a state where no one goes hungry.

**Diversity Statement:** The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

### Position Summary:

This position reports to the CFO and will oversee the IT infrastructure for the organization and manage the third-party IT services & software providers. This position is also responsible for IT risk management. Further, the incumbent will be responsible for developing, implementing, and evaluating all IT related policies and procedures. The individual must have a strong knowledge of a Windows based server and Microsoft Outlook 365 and its applications. The person must be a self-starter with strong interpersonal skills. Strong written and verbal communication skills required.

### Duties and Responsibilities:

1. Oversee all IT operations infrastructure applications, end user devices, servers, operating systems, networking equipment, security devices and tools, email, and telephone systems.
2. Oversee and manage relationships with third-party IT service and software providers, ensuring they meet service-level agreements, KPIs, and the organization's needs. This includes relationship management, contract negotiation, performance evaluation, and ongoing vendor selection.
3. Initiate, define and manage IT projects in line with the organization's strategic goals.
4. Develop and implement an IT risk management strategy that encompasses security, PCI and other compliance, system stability & performance, and disaster recovery. Identify and assess potential risks, create mitigation plans, and ensure the organization's readiness to respond to IT-related threats and disruptions.
5. Develop, implement, and evaluate IT related policies and procedures, including company issued IT equipment, internet use, remote network access, information security policies, etc.
6. Create, oversee, and develop IT budget, including the formulation of justifications for IT expenses. Track expenses and report to senior management on IT financial performance.
7. Train employees on software, including Microsoft Outlook, Word, Excel, and email/internet security protocol and safety.

8. Collaborate with senior management to develop an IT strategy that aligns with the organization's business objectives and addresses opportunities for improving technology infrastructure and services.

**Skills and Qualifications:**

- A bachelor's degree in computer science or related field (or equivalent experience) with five-years related work experience.
- Effective problem-solving skills & the ability to assess issues and develop new strategies.
- Sound working knowledge of IT operations and networks in a Windows based environment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team and to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

**Working Conditions:** Work is typically performed in an office using computers and phones extensively. Need to be able to lift and move IT equipment, when needed.

On occasion, works outside of normal working hours and regularly for business purposes or events. There may be occasional travel to attend meetings and workshops.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date