



JOB POSTING

Position title: Chief Technology and Data Officer

This position manages all agency data and technology and serves as a point of interface with program and management staff ensuring that decisions and program development is reflective of what the agency knows or learns from relevant data and data analytics. All data compiled, analyzed and shared internally and externally is reviewed and vetted by the CTDO. The CTDO serves as the data quality coordinator working as the leader of the agency's Program Quality Improvement Team. Specific areas of work under this position include, but may not be limited to, data and privacy/security management, agency dashboarding, implementation of all information technology strategies and services, contractor management, process and performance improvement, and technology asset life cycle management. The CTDO works with divisional staff to determine the appropriate distribution of assignment areas based on the staff compliment's array of skills and talents.

This position requires four days per week in the physical office, and may require more as needed, incidentally or ongoing.

Duties and Responsibilities

- Through their own work (or through other's supervised) interpret data and analyze results using statistical techniques and business intelligence tools and provide ongoing reports.
- Through their own work (or through other's supervised), create and maintain rich interactive visualizations through data interpretation and analysis, integrating various reporting components from multiple data sources.
- Through their own work (or through other's supervised), investigate and correct incorrect data by reviewing reports and performance indicators to locate and correct problems.
- Through their own work (or through other's supervised), design and manage the reporting environment, including data sources, security, and metadata.
- Through their own work (or through other's supervised), train end users on new reports and dashboards.
- Through their own work (or through other's supervised), assure the identification, implementation and maintenance of the agency's quality improvement and information privacy policies and procedures in coordination with the Senior Director of Technology and Systems and other agency executive staff.
- Through their own work (or through other's supervised), assure ongoing compliance monitoring activities.
- Through their own work (or through other's supervised), assure that F&CS has and maintains appropriate privacy, security, and confidentiality consent & systems, authorization forms, information notices and materials reflecting current practices and requirements.
- Serve as the agency privacy officer.
- Develop, coordinate, guide and execute strategic and operational plans related to the agency and its use of technology.
- Lead the agency to optimize its use of information technology in support of the agency/client-focused mission and business strategy.
- Promote system security and data protection.
- Oversee and champion information protection program initiatives to include developing programs to protect the organization, to assure continuous education, and to provide behavior training.
- Through their own work (or through other's supervised), coordinate of life cycle management of agency IT hardware and equipment.
- Through their own work (or through other's supervised), facilitate technological support to ensure interface continuity throughout the organization.
- Through their own work (or through other's supervised), oversee and drive implementation of new systems and applications across all IT platforms.

- Through their own work (or through other's supervised), optimize agency data analytics functions and leverage insights to drive business decisions and support agency partners.
- Through their own work (or through other's supervised), assure collaboration between agency IT and external partners/contractors to deliver on technology needs.
- Assure appropriate training and development programs are utilized to attract, retain and develop personnel required to support information services.
- Set the vision and support the implementation of new systems while providing guidance to IT professionals and other staff within the organization.
- Oversee implementation of databases, data collection systems, and other tools that optimize efficiency and quality.
- Through their own work (or through other's supervised), interpret data, analyze results using statistical techniques and business intelligence tools and provide ongoing reports.
- Through their own work (or through other's supervised), design and manage the reporting environment, including data sources, security, and metadata.
- Through their own work (or through other's supervised), create and maintain rich interactive visualizations through data interpretation and analysis, integrating various reporting components from multiple data sources.
- Through their own work (or through other's supervised), define and implement data acquisition and integration logic, selecting appropriate combination of methods and tools within technology stack to ensure optimal scalability and performance of the solutions.
- Provide direct supervision and oversight to divisional staff; maintain records of all individual and group supervision/meetings.
- Through their own work (or through other's supervised), monitor compliance with state and federal standards and legislation.
- Through their own work (or through other's supervised), monitor performance through gathering relevant data and producing statistical compliance reports.
- Participate in community coalitions and meetings as required.
- Serve as the Agency's Privacy Officer, in terms of HIPAA compliance.
- Assist in the identification, implementation and maintenance of the agency's quality improvement and information privacy policies and procedures in coordination with the agency Executive Leadership Team.
- Perform ongoing compliance monitoring activities.
- Through their own work (or through other's supervised), train employees in new procedures or protocols; or assist with the installation, operation and maintenance of new technologies. Monitor and assist during any such changes.
- Regular attendance during office hours and reliable transportation required.

Requirements:

- Graduate degree required in IT, data analytics, research or related disciplines; senior executive leadership experience may substitute.
- Experience in project management and systems implementation.
- Experience in team leadership and direct supervision.
- At a minimum, 5 years of experience in a data analytics or data centered research environment
- Experience with or exposure to the non-profit or social services setting

Submit resume to hrdept@fcsnashville.org

EOE M/F/D/V