

## **KANSAS CITY SCHOLARS POSITION DESCRIPTION**

### **TECHNOLOGY MANAGER**

(Remote work available during the pandemic)

#### **ABOUT KC SCHOLARS**

Kansas City Scholars (KC Scholars; [www.kcscholars.org](http://www.kcscholars.org)) is a 501(c)(3) college scholarship, college planning and persistence support, and college success program designed to increase the college completion rate for low- and modest- income students and adult learners across the six-county, bi-state service region.

KC Scholars launched in September 2016 and, in less than three years, has experienced widespread community engagement and rapid scaling. We now have over 4,000 Scholars, with near 1,800 in college. KC Scholars is on the path to near 10,000 Scholars by 2026.

The goals of KC Scholars are to:

- 1) Increase postsecondary educational attainment in the greater Kansas City area;
- 2) Increase economic independence for individuals in the program;
- 3) Connect Scholars to career preparation and workforce pipeline opportunities in the region so they are encouraged to live, work, and contribute here; and
- 4) Achieve a 75% degree or credit-bearing credential completion rate, with 80% of Scholars graduates staying in Kansas City to live and work.

The program began as and remains a “community asset”. Program planning included participation by 70+ community stakeholders, lessons learned and best practices from regional and national scholarship programs, and empirical research about which supports increase likelihood of college enrollment and completion, particularly for populations historically underrepresented in higher education.

KC Scholars is governed by a community-based Board of Directors. The Ewing Marion Kauffman Foundation is the lead funder, with community funds also raised to increase the number of awards made annually.

In its first four years, KC Scholars has experienced rapid growth, achieved a high level of community engagement and exceeded goals for number of scholarships awarded and college enrollment and persistence rates. Early impact rates are significantly higher than for the region, state, and nation.

#### **ABOUT THE POSITION**

The Technology Manager will be responsible for the leadership, advancement, and coordination of the information technology infrastructure and team.

#### **PRIMARY RESPONSIBILITIES**

The Manager provides oversight to the management of technology staff, computer software systems, servers, and networks; coordination and accountability for the implementation and integration of enterprise systems and associated subsystems; and facilitates planning and delivery of IT instructional and operational support activities.

Responsibilities include, but are not limited to:

- Maintain high levels of performance, availability, reliability, and scalability of all key applications, infrastructure and operations technologies, communications, networks, security, and hardware. Ensure IT systems, policies, and procedures adhere to industry trends, emerging technologies, applicable laws and regulations.
- Build, develop, and supervise a high performing IT team by establishing and executing department goals and objectives to accomplishment. Recognizes the full potential of employees and provides them with needed resources, experiences, and other support. Effectively delegates assignments to provide reasonable challenge and developmental opportunities for technology staff to strengthen depth and breadth of knowledge.
- Seeks and supports new ideas or innovative approaches to technology work processes, while considering existing culture and overall organizational mission and needs. Questions assumptions and conventional thinking and practice to continuously improve processes. Encourages and rewards creativity and diversity of thought. Recognizes when cultural shifts are necessary to achieve higher standards of performance and makes recommendations to supervising officer.
- Oversee and ensure an effective information security program to protect the intellectual property of the organization.
- Develop information security, general system and software guidelines and manage implementation, arranges for training and professional development for staff.
- Identify and understand broad, complex issues and determine their impact on the organization. Confronts problems decisively, taking timely and appropriate actions. Involve management team in decisions when appropriate to take advantage of their talents and skills and ensure full understanding of implications of decisions to the overall organization.
- Develop collaborative relationships with all team members in order to position the IT team as a thought partner to all areas.
- Define and manage appropriate decision-making, evaluation criteria, metrics collection, and performance assessment processes of technology-related vendor agreements to enable informed selection of the most appropriate technology solutions.
- Ensure technology initiatives and projects have appropriate project management structure, development methods, and lifecycle management processes. Ensure work is completed within expected time, budget, and success requirements.
- Stay abreast of skills and trends and available technologies by researching and consulting with appropriate networks of Technology managers and directors or companies regarding possible solutions, understanding the capacity of existing or of technologies under consideration, and remains abreast of trends and skills in the space. Is adept at working with teams to understand technology needs and then facilitate a process of identifying and selecting and training staff on any newly acquired technologies.
- Communicate regularly with Director of Finance and Operations (and other relevant executive staff) on technology direction, benefits, risks and trends, etc.
- Attend meetings and events as appropriate.
- Other related activities and duties as assigned.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree in computer information systems, management, or related field
- Seven years' related experience, including two years in a supervisory or management role, or a combination of education and experience commensurate with the requirements of the position
- Able to work in a fast-paced, goal-oriented, start-up environment. Working hands-on with team to resolve various issues accurately and timely.
- Demonstrated customer-service / business partner mentality with a track record of building strong, trusted and collaborative relationships.
- Excellent problem solving and analytical skills and ability to frame issues clearly for less technical colleagues and customers.
- Experience with administrating SAS platforms preferred.
- Experience with data management concepts and tools preferred.
- Experience with utilizing technologies and managing integrations among various technologies to manage multiyear customer records that remain active over several years.
- Proficient in applicable PC programs: MS-Office 365 Applications Suite.
- Experience managing and working extensively with a CRM
- Ability to learn new applications and complex features.
- Advanced communication skills.
- Proven experience working well with others in a customer-focused organization to deliver processes and system functionality in support of program initiatives.
- Ability to work under competing deadlines/demands.
- Strong organizational skills, well-developed process skills, attention to detail, and ability to multi-task in a rapidly scaling organization.
- High level of accuracy in work.
- Active listening and learning skills.
- Ability to be proactive, thoughtful, and consider the bigger picture.
- Excellent verbal and written communication and interpersonal skills, including ability to work with large diverse, multi-generational audiences.
- Exceptional judgment that augments an ability to be solutions-oriented and then act appropriately to solve problems.
- Must be impeccably honest and ethical. A successful executive with a keen sense of responsibility and commitment to maintain confidentiality and embody the values of KC Scholars.

## **PERSONAL CHARACTERISTICS**

- Commitment to and complete belief in the mission of KC Scholars.
- Quick learner with the ability to develop a solid understanding of the content, processes, deliverables and overall objectives of a complex, multi-faceted program.
- Personal values system that encompasses the highest standards of honesty, confidentiality, integrity, loyalty, and professional ethics.
- Passion for increasing college completion and workforce preparedness among students who are first-generation to college, low-income, or historically underrepresented in higher education and the regional workforce.
- Desire for feedback and ability to use it to drive quality.
- Strong organizational skills, attention to detail, and ability to multi-task and meet multiple deadlines.

- Keen sense of responsibility, high level of poise, ability to think independently, ability to maintain confidentiality, and a customer service orientation.
- Tactful and diplomatic with good listening skills and an approachable personality.
- Ability to be self-directed, take initiative, anticipate demands, and problem solve.
- Ability to hold oneself and others accountable for enacting and following processes to ensure that work is accurate and complete and “completed correctly the first time.”
- Ability to maintain a calm and competent demeanor in uncomfortable and demanding situations.
- Cultural competency.

### **COMPENSATION**

A competitive non-profit compensation package as defined by the nonprofit agency’s compensation guidelines, including base salary that corresponds to the experience level, credentials, and personal characteristics of the candidate.

### **TRAVEL**

Occasional regional travel.

### **NON-DISCRIMINATION**

KC Scholars firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal, state or local law.

### **REPORTING**

Reports to the Director of Finance and Business Operations.

### **TO APPLY**

To apply for the Technology Manager Position, submit the following items to [kcollins@kcscholars.org](mailto:kcollins@kcscholars.org). On the email, input the following on the Subject Line: Technology Manager Position.

- Cover letter summarizing your experiences and skills that align with the scope of this position
- Resume
- Names and contact information for three professional references

The position will remain open until filled.

All the statements in this position description are intended to describe the general nature of the work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required. This document describes the position currently available. The organization reserves the right to modify job duties or job descriptions at any time.