



# Information Technology Director

**Position:** Information Technology Director

**Reports To:** Senior Vice President

**Supervises:** Associate Information Technology Director, Systems Administrator, Systems Analyst, Database Administrator, Concerto Project Manager, IT Associate (Help Desk)

**Classification:** Full Time, Regular, Exempt

## Summary:

The Information Technology (IT) Director's role is to provide vision and leadership for developing and implementing information technology initiatives. The IT Director oversees the planning and implementation of The New York Philharmonic's systems in order to achieve the organization's goals and improve cost effectiveness and service quality. This individual is responsible for all aspects of the organization's information technology and systems.

## Current Technology Overview:

The New York Philharmonic has several custom systems that are core to its operations.

- Concerto Ticketing System – Currently with a SQL 2005 backend and a Flash/ColdFusion front-end, this application is being ported over to the Sugar CRM Platform/PHP/SQL 2005 and programmed as General Public License v 3. This system interfaces directly with nyphil.org via JSON and SOAP. This is an ambitious project utilizing an agile methodology for software development. In September, we will launch system integration with Blackbaud's The Raiser's Edge fundraising/donor management system. It also includes a separate SQL 2005 reporting environment.
- Nyphil.org – Currently running hybrid platform of ColdFusion/SQL 2005/IIS 6 & Zend/PHP with custom CMS for events and media managed through the Concerto Ticketing system. IT is responsible for website infrastructure + transactional/dynamic programming. One section of the website is in Joomla CMS as a pilot for a more robust and eventually site-wide CMS.
- CARLOS – an OpenInsight/Arev application that manages Orchestra services, attendance, payroll, media payments, and historical records dating back to 1842. Payroll is exported into Ceridian for final payroll processing.
- Digital Archives on the Alfresco Enterprise Content Management (ECM) platform. The Philharmonic is digitizing 3.4 million archival assets over the next 3 years. The Digital Archives ECM is comprised of: a custom content model within an Alfresco repository; integration with the CARLOS historical database via nightly export/import of data; custom Java ingestion and image transformation processes; public search interface via nyphil.org; and out of the box Alfresco tools to manage workflows for reviewing/approving/rejecting assets.

Out of the box software solutions include:

- Blackbaud Raiser's Edge for fundraising.
- Blackbaud Financial Edge for accounting
- Ceridian for payroll and HR. (accepts imports from CARLOS)
- Spiceworks for IT inventory management and helpdesk.
- Skidata Access Control for ticket scanning in front of house.
- SugarCRM for managing public relations contacts
- Active Directory 2003 (Upgrade scheduled in 2010)
- Microsoft Exchange 2003 with Google Postini for filtering/archiving (needs upgrade OR migrate to Google Apps)
- Blackberry Enterprise Server
- Google Apps for Intranet (pilot)
- Monitoring: ManageEngine/What's Up Gold/Red Alert

Infrastructure/Network:

- Standardized on Dell: Servers, desktops and laptops
- EMC (legacy) and Isilon (new) NAS
- Standardized on CISCO: switches, firewall, VPN and Wireless Access Points
- In house server room with dark fiber connection to co-location center at the New York Public Library for public facing applications

**Responsibilities:**

- Lead IT strategic and operational planning to achieve business goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
- Establish IT departmental goals, objectives, and operating procedures; develop and maintain an appropriate IT organizational structure that supports the needs of the business.
- Act as an advocate for the organization's IT vision via regular written and in-person communications with technology committee, directors, department heads, and end users.
- Identify opportunities for the appropriate and cost-effective investments in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives. Develop, track, and control the information technology annual operating and capital budgets.
- Coordinate and facilitate consultation with management and staff to define business and systems requirements for new technology implementations.
- Ensure continuous delivery of IT services through monitoring of IT systems performance.
- Ensure IT system operation adheres to applicable laws and regulations including PCI Compliance.
- Define and communicate policies and standards for the organization for acquiring, implementing, and operating IT systems.

- Direct development and execution of a disaster recovery and business continuity plan.
- Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.
- Review hardware and software acquisition and maintenance contracts.
- Assess and make recommendations on the improvement or re-engineering of the IT program.
- Keep current with trends and issues in the IT industry to keep the organization at the forefront of best practices in technology.
- Promote and oversee strategic relationships between internal IT resources and external entities, including vendors and partner organizations.
- Supervise recruitment, development, retention, and organization of all IT staff in accordance with corporate budgetary objectives and personnel policies.
- Other job related duties as assigned.

**Qualifications and Requirements:**

- Bachelor’s degree required – preferably in the field of computer science or business administration. Master’s degree in one of these fields is a plus.
- Five plus years experience managing and/or directing an IT operation with proven success in strategic planning and execution, motivating and leading teams, and applying IT to solving business problems.
- Superior understanding of the organization’s goals and objectives, and well-versed in creating customer-centric/public solutions, business processes, management, budgeting, agile software development methodology and business office operations.
- Substantial exposure to technologies described in the Technology Overview section of this job description as well as diverse data processing, hardware platforms, enterprise software applications, and out-sourced systems.
- Passion and vision for web-based and open source technologies currently in use at the NY Philharmonic. Excellent understanding of web technologies (HTML/ PHP/CFM/JAVASCRIPT/AJAX/JSON/SOAP/REST/IIS/Tomcat) and SQL.
- Strong understanding of networks, computer systems characteristics, features, and integration capabilities.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Exceptional project management and coordination skills.
- Excellent interpersonal skills; ability to work cooperatively and strategically with all levels of professional, technical and administrative staff. Excellent networking and relationship building skills.
- In-depth knowledge of applicable laws and regulations as they relate to IT.

- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills; must be able to present ideas in business-friendly and user-friendly language.
- Exceptionally self-motivated and directed; must possess a strong sense of customer service.
- Keen attention to detail.
- Superior analytical, evaluative, and problem-solving abilities.
- Ability to manage time well and work under stressful conditions with an even temperament.

**To Apply:**

Please email resume and cover letter to [resumes@nyphil.org](mailto:resumes@nyphil.org) with IT Director as the subject line.