POSITION PROFILE - DIRECTOR OF TECHNOLOGY SERVICES

kpCompanies is partnering with the Minnesota Historical Society (MNHS) to find their next Director of Technology Services. In this role, you would be responsible for leading the Technology Services department, which manages the development, maintenance, and security of MNHS's digital infrastructure, business applications, and data architecture.

THE ORGANIZATION: MINNESOTA HISTORICAL SOCIETY

The Minnesota Historical Society preserves Minnesota's past, shares our state's stories and connects people with history in meaningful ways, for today and tomorrow because history matters!

We're part of Minnesota's rich history. Since 1849, we've grown to become one of the largest and most prestigious historical societies in the country. We play an important role in our state's historic preservation, education, and tourism; and provide the public with award-winning programs, exhibitions, and events.

POSITION SUMMARY

This is a highly visible and inspiring leader responsible for working collaboratively with MNHS leadership and stakeholders, helping to develop and execute the technology strategy, services, and prioritized work plan. The director defines system lifecycles, prioritizes investments in the MNHS digital infrastructure, and matures a robust data architecture, data analysis, and reporting infrastructure. The director is a key member of the shared services leadership team and is responsible for leading and managing a technology services team of network and system administrators, infrastructure and user support technicians, business and data analysts, database and data warehouse administrators, cybersecurity specialists, and project managers to improve customer service, operational efficiency, and stability by continually modernizing and maturing numerous MNHS digital platforms in alignment with business objectives.

JOB RESPONSIBILITIES

Provide vision, strategic planning, prioritization, budgeting, policy development, resource allocation, and leadership for optimal use of the MNHS digital infrastructure, business applications, and data architecture. (30%)

- Fully understand the strategic direction of the MNHS and ensure that the technology supports it.
- In collaboration with leadership, create the vision & prioritized plan for the digital infrastructure, business applications and data architecture and ensure alignment of work with the MNHS goals, priorities and resources.
- Develop strategies to ensure the sustainability of the MNHS mission by bringing into balance investments in the MNHS digital infrastructure and MNHS core programs.
- Understand the goals, issues, constraints, and environment within which the MNHS technology services exist.
- Conduct assessments and identify gaps related to current and future digital infrastructure needs and lead the development and implementation of plans for meeting organizational priorities, based on assessment of risks, rewards, challenges, and organizational constraints.
- Develop and implement change adoption plans, stakeholder management plans, and communication and engagement strategies.

Accountable for appropriate and cost-effective technology solutions. (20%)

- Oversee digital infrastructure, business system analysis and administration, data architecture, cybersecurity, user support, and IT project management functions, and ensure alignment of work with MNHS goals, priorities, and resources.
- Within the context of an IT governance and transparent decision-making plan, coordinate and implement long- and short-term financial and operational plans.
- Evolve a hybrid approach to project management using both traditional and agile tools, principles, and approaches as appropriate.
- Establish policies for the acquisition, use, and cost-effective application of digital technologies.
- Guide, implement, manage, and update the MNHS digital infrastructure management plan.
- Ensure MNHS invests sufficient resources to train the entire workforce in the optimal use of digital infrastructure assets.
- Ensure that MNHS provides a secure environment for employees and customers, including meeting or exceeding PCI standards and other IT audit recommendations.

Team Leadership (25%)
- Provide guidance to direct reports in developing department and individual work plans, effectively managing resources, capacity, customer service, and operational performance.
- Align the department priorities to support the business technology needs; update as changes are needed.
- Guide the development and implementation of department policies, programs, and initiatives that are responsive to workforce needs and further the accomplishment of MNHS priorities.
- Establish metrics, review status reports, monitor results, and customer service, and take corrective action as necessary to achieve desired results.
- Provide direction for recruiting, hiring, retaining, managing, and developing a workforce that meets current and future organizational needs. Demonstrate personal commitment to ensuring a department environment that values inclusion, equity, and diversity.
- Develop and support a culture of customer service, process improvement and efficiency.

Organizational Partnership (15%)
- Actively participate as a member of the Management Team for MNHS. Provide subject matter expertise and solutions to other managers. Provide a voice for the Technology Services team.
- Advocate for and manage shifting technology priorities; clearly communicate these to all parties.
- Promote a culture of customer service, high performance, teamwork, continuous improvement, and cross-functional collaboration that reflects the values and desired culture of MNHS.
- Build relationships and partnerships within MNHS and leverage expertise and collaboration with Program areas to clearly define responsibility for the management of key business systems.
- In collaboration with Program areas, conduct assessments and identify gaps and
- opportunities related to current and future business application and data architecture needs, and lead the development and implementation of plans to meet Program needs based on assessments of risks, rewards, challenges, and organizational constraints.
- Participate in MNHS internal task forces, committees, or teams as appropriate.

Oversee MNHS digital modernization projects. (10%)

- Establish and maintain a portfolio of digital modernization projects and budgets.
- Report status of digital modernization projects progress and accomplishments, risks and roadblocks, budgets, and forecasts on a regular basis to the MNHS Leadership Team.
- Maintain pace with emerging digital infrastructure trends and develop the future state architectures and roadmaps for MNHS business system platforms.
- Perform resource/capacity planning to support delivery of the modernization portfolio.

Secondary Job Functions

- Work closely with volunteers, interns, and fellows to create productive relationships, enhance work quality, and maintain a safe work environment.
  - Work with volunteers, interns, and fellows in a friendly and constructive manner.
  - Provide work direction, guidance, and feedback for a successful task accomplishment
- Contribute to a positive work attitude and inclusive environment within the division by working cooperatively with others and conducting oneself as a team player.
- Comply with division and MNHS policies and procedures as applicable.
- Keep supervisor informed of job-related problems and other information relative to assigned job duties.
- Perform other related duties as apparent or assigned.

REQUIRED QUALIFICATIONS

Below are some of the typical requirements for a Director of Technology Services. We recognize that skill sets can be a complex combination of experiences. Even if your background does not exactly match these requirements but you have a passion for our work, we would love to hear from you and we recognize the value of transferable skills.

Education
- Bachelor's degree or equivalent in Computer Science, Information Technology, or related field.

Experience
- Management level experience with 8+ years in IT Operations, Data/Analytics, Digital Infrastructure, and DevSecOps, in a non-profit, government agency, or related environment.
- Deep understanding of evolving digital infrastructure architectures and an ability to develop and articulate an organizational technology innovation vision and roadmap.
- A change-oriented, forward-thinking leader able to thrive in an ambiguous, constantly changing environment.
- 3+ years of management experience and demonstrated leadership in workforce management and supervision, including talent management and strengthening workplace culture.

Other requirements
- Ability and willingness to travel
- Willingness to work evenings and weekends, as needed.
- Valid driver's license.

Preferred Qualification
- Advanced degree and/or certification in business management or technology-related field a plus.
- Ability to manage change to produce positive outcomes that are aligned with organizational mission and resources.
- Demonstrated ability to work effectively with members of the MNHS governing board and a broad range of constituents.

Equity and Salary Disclosure

Salary Range: $120,000 - $150,000

We believe in practices that create real equity and pay parity regardless of background or identity. We freely discuss compensation with all qualified candidates the first time we interview them. Saving the salary discussion for the first conversation allows us to understand the needs of each candidate fully and to ensure that qualified candidates, even those who've historically been overlooked and/or underpaid, don't self-select out of the processes based on salary alone, as our experience and research suggest. In addition to those who opt out because they fear the salary may be out of reach for them, we equally don't want to miss out on conversations with candidates who are slightly over the range when, in some cases, the total compensation, including factors such as bonuses, flexibility, and better health benefits, etc. may exceed expectations. Finally, as a search firm, we always look for top-notch talent to introduce to our clients. Should the salary or any other requirement not be fit, there is often a chance that someone on our team is working on another position you may be a better fit for. If you would like to discuss your qualifications for this role and salary and compensation, just call us, and we'd be happy to discuss!

Equal Opportunity Employer

The Minnesota Historical Society and kpCompanies are equal opportunity employers and all employees and applicants for employment are afforded equal opportunity in every area of hiring and employment without regard to race, color, ethnicity, religious creed, national origin, ancestry, sex, gender identity, age, disability, mental illness, sexual harassment, sexual orientation, genetics, military/veteran status, citizenship, arrest record, and any other legally protected characteristic.

All submissions are received in the strictest confidence.