Pan-Mass Challenge Director of Technology

Position Description

The Director of Technology is responsible for overseeing the overall direction, planning, implementation, and support of technology operations at the PMC.

The Director reports to the President and works closely with the PMC's leadership team to participate in the development of the long-term organizational strategy. The Director will also be responsible for developing, communicating, and executing the PMC's technology plan to support the strategy.

The Director will manage a reliable and secure technology ecosystem, including infrastructure, productivity tools and suites, custom applications, SaaS platforms, and data and reporting infrastructure.

The PMC offers riders an innovative set of fundraising tools that facilitate over $60 million in giving each year. The Director will be responsible for creating and optimizing these platforms for continued future success. The Director will provide leadership and facilitate a product management process for digital initiative delivery that focuses on PMC constituents, transparent planning of projects, agile delivery, and a culture of continuous improvement.

The Director will help improve the PMC by deploying best practices, implementing new technology policies and standard operating procedures, and embracing emerging trends to strengthen our strategic fundraising mission.

Organizational Relationships

Reports To
- President

Dotted Line Reporting
- Executive Director

Key Relationships
- Chief Financial Officer
- Director of Marketing & Strategic Partnerships
- Director of Operations
- Project Manager

Responsibilities

- Partner with the Executive Director, President, and peers to participate in setting both long-term and yearly objectives
- Provide leadership for defining and implementing the PMC's technology plan in alignment with the organization's objectives and achieving yearly fundraising goals
- Clear communication of technical strategy, progress, and challenges to executive leadership and PMC staff
- Lead technology planning, development, and delivery. Continually evaluate, balance, and execute technology solutions that address organizational needs
- Work with PMC leadership to establish governance process, identify technology and cyber-security risks, and ensure that risks are appropriately mitigated
- Facilitate a product management process for digital initiative delivery that focuses on PMC constituent needs, transparent planning of projects, agile delivery, and a culture of continuous improvement
- Direct application architecture, modernization, and integration
- Follow best practices in operational and technical documentation
- Manage technology vendors and consulting relationships and performance through active oversight and enforcement of SLAs
- Ensure technology standard operating procedures and Information Security standards are maintained and adhered to across the organization
- Work closely with the CFO to create, monitor, and control technology budgets
- Provide office technology support as well as onsite support for PMC events including Winter Cycle, PMC weekend, and Unpaved

Skills

Strategic
- Ability to both embrace change and drive change through an organization
- Ability to creatively execute on the PMC's vision and objectives, but also a partner who can collaborate on and help shape them
- Problem-solver and someone who can effectively communicate complex technical issues to the Executive Leadership team

IT Management
- Ability to evaluate, select, implement, and integrate new technologies into an organization
- Experience employing effective IT management practices, administering budgets, and managing technology projects
- Excellent communication and presentation skills

Product Ownership
- Knowledge of and experience creating and managing digital products and services
- Proven experience identifying and understanding the problems and needs of end-users
- Ability to manage a product roadmap, determine the value of features, and prioritize a backlog accordingly
- Ability to define user stories and acceptance criteria
- Ability to communicate product decisions to leadership

Cybersecurity and IT Risk Management
- Intermediate knowledge of cybersecurity practices, fraud, abuse, threats and vulnerabilities, and risk management
- Experience managing and maintaining Information Security Program and related procedures
- Monitor security vulnerabilities and threats

Development Delivery
- Hands-on understanding of development practices, data, and database engineering
- Strong understanding of quality assurance testing approaches, including development testing, functional testing, and user-acceptance testing
- Experience managing production and pre-production environments and standards for promoting features between environments
- Experience managing continuous integration and delivery tools and process

Position Requirements
- A bachelor's or master's degree in engineering, business administration, or equivalent work experience
- Five plus years of experience leading a technology function
- CDC-approved vaccination against Covid-19
- Ability to be based principally at the PMC offices in Needham, MA

The Pan-Mass Challenge is an equal opportunity employer and affirms the right of every qualified applicant to receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, national origin, sexual orientation, genetic information, disability, age, ancestry, military service, protected veteran status, or other groups as protected by law.

About the Pan-Mass Challenge

The Pan-Mass Challenge (PMC) is a bike-a-thon that today raises more money for charity than any other single athletic fundraising event in the world. The PMC was founded in 1980 by Billy Starr, who remains the event's executive director, an annual cyclist, and a fundraiser. The PMC has since raised $831 million for adult and pediatric patient care and cancer research at Dana-Farber Cancer Institute through the Jimmy Fund. The organization donates 100 percent of every rider-raised dollar directly to the cause, generating 55 percent of the Jimmy Fund's annual revenue as Dana-Farber's single largest contributor. The PMC has successfully melded support from committed cyclists, volunteers, corporate sponsors, and individual contributors, all of which are essential to the PMC's goal and model: to attain maximum fundraising efficiency while increasing its annual gift. The PMC's hope and aspiration is to provide Dana-Farber's doctors and researchers with the necessary resources to discover cures for all cancers. For more information on the Pan-Mass Challenge, visit www.pmc.org.

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