Position: Information Technology Director
Supervisor: Chief Financial Officer
Location: Flexible within the US & Canada
Status: Full-time, Exempt from overtime

At the Sustainable Forestry Initiative® Inc. (SFI), we believe that sustainable forests are critical to our collective future. SFI® is a sustainability leader through our work in *standards*, *conservation*, *community*, and *education*. As an independent, non-profit organization, we collaborate with our diverse network to provide solutions to local and global sustainability challenges. SFI works with the forest sector, brand owners, conservation groups, resource professionals, landowners, educators, local communities, Indigenous Peoples, governments, and universities. SFI Inc. is governed by an independent three-chamber board of directors representing environmental, social, and economic sectors equally.

As a member of the Finance and Operations department in support of SFI's programs, the Information Technology Director will operate as the architect for strategic technology needs across all organization program initiatives, including but not limited to our Certified Standards database, Project Learning Tree, and Project Learning Tree Canada eCommerce sites. While this role will initially involve the implementation of a Customer Relationship Management (*CRM*) software, the majority of efforts will include close collaboration with the Senior Leadership Team who will look to this individual for high-level analysis and strategy on multiple platforms and systems related to SFI's work.

ESSENTIAL JOB FUNCTIONS:

Strategic Design & Program Advisement [60%]:
1. Determine the future direction, goals, objectives, and initiatives of the organization's technology infrastructure to support existing and potential future programs.
2. Liaise with appropriate internal and external resources to ensure the organization's custom-designed databases and eCommerce platforms (PLT, PLT Canada, SFI store) align and adhere with best practices and off-the-shelf solutions while balancing technical constraints, business needs, and user requirements
3. Manage the implementation and data migration across the organization's Customer Relationship Management system, and custom-designed databases and eCommerce platforms, including streamlined data mapping and simplification across the organizations pillars
4. Consultation and advisory support on supply chain data projects such as blockchain technology to support traceability and supply chain claims, dashboards, product search applications, and other projects related to data and tools used in SFI's Standards Pillar on www.sfidatabase.org

IT Management [40%]:
1. Manage the organization's technology infrastructure needs with respect to design, installation, planning, security, compliance, and maintenance
2. Develop, promote, and maintain the IT policies, processes, and best practices (*including but not limited to a business continuity and disaster recovery plan*)
3. Build, maintain and negotiate contracts, vendor relationships for server, network, multi-site internet hosting, telecommunication, and cloud-based products & services
4. With the support of the external helpdesk consultant (*i.e., Partners International*), manage the daily operation of the cloud-based infrastructure, networks, servers, switches, VOIP phone system, and data communications
5. Liaise with appropriate staff and consultants on domain name acquisition & maintenance, DNS configuration, web hosting and various other web technologies.
6. Maintain security for software systems using remote and site-to-site VPN access, firewalls, etc.
7. Coordinate with external helpdesk consultant (*i.e., Partners International*) to ensure proper software licensing, deployment & provisioning, inventory management and other needs as appropriate
8. Coordinate the training and education of all organization staff on the proper and optimal use of technology resources, including IT security training
9. Conduct special IT projects and perform other duties as assigned

SUPERVISORY RESPONSIBILITIES:
This position will not initially have direct employee supervisory responsibilities.

PHYSICAL DEMANDS:
Physical requirements include ability to work from a desk at a computer for prolonged periods of time; occasional lifting/carrying of up to 30 pounds. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions.

WORK LOCATION/TRAVEL REQUIREMENTS:
Preference will be given to candidates within commuting distance of either SFI's U.S. office in downtown Washington, DC or SFI's Canada office in Ottawa, Ontario. However, full-time remote candidates located anywhere in the U.S. and Canada will be considered. For full-time remote candidates, regular travel to SFI's offices will be required when in-person business functions resume.

This position requires occasional travel within the US and Canada, up to 10% of time for DC or Ottawa-based candidates, and up to 20% of the time for employees based elsewhere in the US & Canada.

EDUCATION/EXPERIENCE REQUIREMENTS:
• Minimum of a bachelor's degree in computer science or equivalent analytical discipline
• Minimum of 10+ years progressive work experience in the IT field, with at least two years in a senior management capacity
• Minimum of 2+years of experience in strategic management and implementation of IT technology across an organization
• Minimum of 8+ years of experience in IT infrastructure support, planning, managing, and administration
• Excellent troubleshooting skills related to computer hardware, software, and networks
• Excellent customer service skills and demonstrated experience explaining technical issues to a non-technical audience.
• Demonstrated knowledge of networking infrastructure, including routers, switches, cabling, Wi-Fi access points and clients, and VPN remote access technology
• Strong knowledge of Microsoft Windows 10, including configuration, deployment, scripting, and patching
• Strong knowledge of Salesforce software beneficial
• Experience with Content Management Systems (*e.g., Joomla!*) beneficial
• Knowledge and/or experience with supply chain data systems that utilize blockchain technology beneficial
• Knowledge and/or experience with Virtualization platforms beneficial
• Experience with visual prototyping beneficial
• Microsoft MCSE certifications; Network+, Security+, A+, ITIL, CCNA, CISSP, or PMP certifications beneficial

QUALIFICATIONS/PERSONAL CHARACTERISTICS:
The ideal candidate will bring:
• A creative, resourceful, and forward-looking thinking with the ability to translate ideas into action
• A "roll-up your sleeves", self-starter with an ownership attitude, and a results-oriented approach
• Demonstrated ability to problem solve under pressure while managing multiple complex projects at once in a fast-paced environment
• Demonstrated ability mapping multiple interactive products to arrive at a structured design solution
• Positive attitude and high energy; enjoys working cooperatively in a team environment
• Strong analytical and problem-solving abilities
• Superior written and verbal communications skills, including the ability to explain technical ideas in easy-to-understand terms for non-technical audiences
• Excellent organizational skills with attention to detail and the ability to effectively plan, analyze, and meet deadlines
• Experience building positive and collaborative relationships with partners and stakeholders
• Ability to work outside standard office hours and on weekends as workload requires

HOW TO APPLY

To apply for this position, email a resume and cover letter to the attention of Chief Financial Officer, at careers@forests.org. Subject line should say "Application: Information Technology Director". Applications will be accepted until September 30, 2021, or until the position is filled.

SFI Inc. is proud to provide our employees with a collaborative, dynamic, and rewarding professional experience, with a competitive compensation and benefits package and growth opportunities. We are committed to creating a diverse environment and being an equal opportunity employer. Our team represents a broad range of cultures, education, disciplines, and work and life experiences, and we strive to leverage these differences in our daily work. We will not discriminate against any employee or applicant on the basis of race, color, national origin, religion, age, gender, gender identity or expression, sexual orientation, disability, or any other protected characteristic. We believe in creating an empowered and supportive team that is committed to advancing sustainability through forest-focused collaborations. Learn more about SFI Staff Culture.