



**Position Title:** *Director, Information Technology*  
**Department:** Information

Technology  
FLSA Status: Exempt  
Reports To: Chief Financial Officer  
Revision Date: May 2022

***Choose Chicago is the official sales and marketing organization responsible for promoting Chicago as a global visitor destination to business and leisure travelers.***

### **Position Summary**

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The Director of Information Technology role is to plan, coordinate and supervise all activities related to the design, acquisition, development, and implementation of Choose Chicago's digital, data, and technology infrastructure and applications. The Director of Information Technology is responsible for assuring the maintenance, support, and upgrade of existing infrastructure and applications.

This position will play a lead role in the strategic plan by creating and developing an integrated digital strategy that is in support of Choose Chicago business objectives. The strategy will focus on developing a digital, data driven culture within Choose Chicago, leveraging technology solutions, advanced analytics and insights to ensure operational effectiveness.

Key priorities will be on system and platform integration to ensure that all data is centralized and accessible for ongoing reporting and analytic. The Director of Information Technology will apply proven communication skills, problem-solving skills, and knowledge of best practices to guide the digital, data, and technical operations on issues related to the design, acquisition, development and deployment of mission-critical infrastructure and solutions systems

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### **Essential Management Duties and Responsibilities:**

- Leads development and implementation processes for the organization's IT systems and department.
- Establishes efficiency and efficacy standards and providing recommendations for improvement of IT infrastructure.
- Develops and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Provides in person or remote support related to Choose Chicago hardware and software. Ranging from basic desktop support to more advanced server and network support. This includes managing of cloud-based solutions (Office365, Nextiva, Spanning and Unitrends).
- Responsible for developing and implementing an information security program, which includes procedures and policies designed to protect enterprise communications, systems, and assets from both internal and external threats.
- Develops organizational security and data and enterprise governance policies and procedures and associated training and communications plans. Manage ongoing audit process to ensure adherence with policy.

- Plans, organize, lead, and manage the digital and IT operations of the organization through establishment and direction of the digital strategic and tactical goals, policies, and procedures in managing digital and technology infrastructure and enterprise systems, applications, and databases and supporting data warehousing and automation platforms.
- Reports relevant digital and technology metrics, budget variances, strategic plan goals, objectives, department performance, etc. in a timely manner.
- Ensures staff development, empowerment, training, etc. in a relevant and timely manner. Ensure contractors are performing scope of services and timely and accurate in reporting and billing, etc.
- Performs other duties as assigned.

#### **Supervision of Others:**

- Technology Services (third party MSP)
- Business System Specialist

#### **Accountabilities of Supervision:**

1. Answers employee questions, resolves work related problems and interprets Choose Chicago policies to staff to improve the quality and quantity of work performed within accountable area.
2. Promote a culture of high performance and continuous improvement that values learning and commitment to quality.
3. Participates in decisions related to the selection, promotion, transfer, pay and discipline of assigned personnel.
4. Establish objectives and monitors the work performance of assigned personnel on a continual basis, conducts effective performance appraisals and takes corrective action whenever necessary.
5. Creates a working climate in which assigned personnel are motivated to develop their skills and abilities and demonstrates by personal example the desired standards of conduct and work performance.
6. Administers company policies in a fair and equitable manner about discipline, tardiness, absenteeism or insubordination and fully documents all incidents and actions taken.

#### **Minimum Requirements:**

- Bachelor's degree preferred or equivalent experience
- Minimum of seven (7) to ten (10) years experience in information technology, and leading IT/digital strategic initiatives.
- Proven experience as a Director of Information Technology or similar managerial role
- Solid understanding of data analysis, budgeting and business operations
- Superior analytical, data management, and problem-solving capabilities
- Excellent organizational and project management skills, ability to manage multiple simultaneous projects while meeting deadlines and staying within budget.
- A strong strategic and business mindset
- Excellent organization and leadership skills
- Outstanding communication and interpersonal abilities

#### **Other desirable background and experience (s)**

- Familiarity with CRM tools and contact databases for audience segmentation and campaign tracking. Previous experience with Simpleview a plus.

**Physical Requirements and Environmental Conditions:**

- Ability to perform work utilizing a computer for extended periods.
- Ability to sit for extended periods time in performing the work.
- Ability to lift and/or move up to ten (10) pounds.
- Ability to travel by ground transportation (includes personal and public transportation) as required in performing work.
- Ability to travel throughout the city, including prolonged standing and walking as it is very often necessary when for client site visits.
- Must provide proof of COVID vaccination.

**To Apply:**

This position offers a competitive salary and benefits package. Qualified candidates should submit resume and include **salary requirements** to [resumes@choosechicago.com](mailto:resumes@choosechicago.com)

***Choose Chicago***

Human Resources Department  
301 E. Cermak Road  
Chicago, Illinois 60616  
EMAIL: [resumes@choosechicago.com](mailto:resumes@choosechicago.com)  
No Phone Calls

***Choose Chicago is an Equal Opportunity Employer***