


*Please Post*

To: All Interested Individuals  
From: Mi Robertson, Director of Human Resources   
Re: **Job Opportunity – Director of Business Systems and Technology Integration**  
Date: March 20, 2014

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**Director of Business Systems and Technology Integration**

The Cambridge Housing Authority seeks qualified applicants for the above position. Reporting to the Deputy Executive Director, the incumbent will be responsible for providing supervision to the IT functions of the Cambridge Housing Authority, including hardware and software acquisition and implementation, in order to establish efficient and user-friendly systems. The incumbent must understand the impact of technology on operational and organizational issues and is expected to foster a technological framework that operates to support both the initiative and the staff responsible for doing the work. (See Position Description for additional information regarding duties and responsibilities)

***Education and/or Experience:***

Bachelor's Degree in business administration, information technology, computer science, or other related field. Experience in project management or supervision, especially projects that required changes to programs, roll-out of new procedures, policy, software, or similar organizational changes is preferred. Previous experience managing technology and staff is preferred. Must possess a valid Massachusetts driver's license and be insurable under CHA policies. An equivalent combination of education and experience may be considered.

The Agency offers a competitive benefits program including health insurance through the Group Insurance Commission, FSA's, Blue Cross Blue Shield dental insurance, the State Retirement System, additional voluntary benefits, and MBTA Corporate T-Pass Program.

Salaried Pay Range—:**\$95,000-\$105,000 /yr**

Deadline for application: **April 11, 2014**

Please send cover letter and resume to: **Cambridge Housing Authority  
362 Green Street  
Cambridge, MA 02139  
Attn: Human Resources Department**

Electronic submissions may be made to: **jobs@cambridge-housing.org**  
**Please reference position title in subject line. Resume and cover letter must be an attachment and not included in body of email.**

It is the policy of the Cambridge Housing Authority to give preference in employment to Section 3- eligible individuals. **The Cambridge Housing Authority is an equal opportunity affirmative action employer.** Minorities, handicapped and others are encouraged to apply. TDD 1-800-545-1833, x 112 (Telecommunications devices for the deaf)

<b>POSITION TITLE:</b>	<b>DIRECTOR OF BUSINESS SYSTEMS AND TECHNOLOGY INTEGRATION</b>	<b>GRADE:</b>	<b>NONE</b>
<b>DEPARTMENT:</b>	<b>IT DEPARTMENT</b>		
<b>REPORTS TO:</b>	<b>DEPUTY EXECUTIVE DIRECTOR</b>		
<b>FLSA STATUS:</b>	<b>Exempt</b>	<b>UNION REPRESENTATION:</b>	<b>None</b>
<b>DATE APPROVED BY DEPARTMENT DIRECTOR:</b>	<b>3/21/14</b>		
<b>DATE APPROVED BY HUMAN RESOURCES DEPT:</b>	<b>3/21/14</b>		

**SUMMARY**

The primary purpose of this position is to provide supervision to the IT functions of the Cambridge Housing Authority (“CHA” or “Authority”), including hardware and software acquisition and implementation, in order to establish efficient and user-friendly systems. The incumbent must understand the impact of technology on operational and organizational issues and is expected to foster a technological framework that operates to support both the initiative and the staff responsible for doing the work.

All activities must support the CHA’s strategic goals and objectives and produce results that accomplish the goals of the Agency.

**QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

***Education and/or Experience***

Bachelor’s Degree in business administration, information technology, computer science, or other related field. Experience in project management or supervision, especially projects that required changes to programs, roll-out of new procedures, policy, software, or similar organizational changes is preferred. Previous experience managing technology and staff is preferred. Must possess a valid Massachusetts driver’s license and be insurable under CHA policies. An equivalent combination of education and experience may be considered.

***Technical Skills***

To perform this job successfully, an individual should be familiar with computer software such as MS Word, Excel, Outlook, etc. Must be able to learn other computer software programs as required by assigned tasks. Demonstrated ability to select and successfully implement new software and hardware.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The below statements describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Coordinates the acquisition and maintenance of IT hardware, software, and telecommunications technology; prepares and maintains IT equipment inventory and development with Department Heads of a scheduled replacement plan for hardware, software, and related equipment such as scanners, printers, wireless devices
- Supports all CHA departments in the continued digitization of files and records and the use of software platforms for record keeping and coordination. Develops software usage best practices with department heads for efficient and productive use of existing software platforms.
- Represents the Authority at public, industry, and other events and meetings
- Develops, implements and updates 3-year IT plan
- Supervises IT staff and provides back-up support on an as needed basis
- Provides technical support and integration of other software platforms in CHA website for other staff and departments managing the CHA's public web presence
- Develops training and otherwise assists departments in the adoption of new hardware and software
- Oversees the deployment and appropriate maintenance of the CHA's housing management software. Ensures employees obtain appropriate levels of training
- Develops and maintains the Authority's intranet systems and internal networks, servers, and storage devices; develops offsite data storage options; explores and develop software and hardware third party hosting options; manages contracts for third party hardware and software contracts or telecommunication provider contracts; maintains and improves phone and telecommunication systems
- Works with IT and other department staff on meeting all aspects of HUD reporting requirements
- Keeps abreast of current technological development/trends in area of expertise.
- Performs other related duties as assigned

### **COMPETENCIES**

*To perform the job successfully, an individual should demonstrate the following competencies:*

#### ***Behavioral Competencies***

***Commitment:*** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; recognizes working colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

*Leadership:* Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

#### ***Job Competencies***

- Knowledge of policies, procedures, goals, objectives, operational entities, requirements and activities as they apply to the assigned area of responsibility in the CHA
- Demonstrated expertise and knowledge of administration management and operations
- Proficient with the principles of organizational management, personnel administration and supervision
- Knowledge of state and federally supported affordable housing programs
- Knowledge of project management principles and practices
- Working knowledge of IT systems and understanding of technology as applied in the work place
- Ability to research, verify, analyze, evaluate, and communicate information and incorporate results as required
- Ability to use statistical information and present data clearly and concisely
- Ability to prepare written reports and analysis
- Ability to understand financial documents, budgets, and reports
- Ability to establish and maintain effective working relationships with Authority staff



**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

**READ AND ACKNOWLEDGED:**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)

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