



## JOB DESCRIPTION

**Title:** Head of IT Infrastructure  
**Department:** IT Infrastructure  
**Location:** Troy, MI (or remote)

**New:** March 2022  
**Salary Level:** 14  
**Status:** Salaried Exempt

### Job Summary

The Head of IT Infrastructure leads the IT Infrastructure team. This individual leads all IT department efforts to manage the technology infrastructure for the entire NAIC organization, both BetterInvesting and ICLUBcentral. In this role, sometimes you will lead, and sometimes you will have to roll up your sleeves in order to personally make it happen as a jack of all trades. This individual manages the organization's technology operations and supports the technology needs of all departments including items such as ordering systems, CRM system(s), the Contact Center and other administrative systems.

Should understand, or be ready to learn, the mission, investment principles and philosophy of NAIC / BetterInvesting and how NAIC / BetterInvesting relates to its members and its volunteers. Understand, or be ready to learn, the value of NAIC volunteers and how to work well with them. Thoughts/ approach to investing must align with the core principles of the NAIC dba BetterInvesting.

### About NAIC / BetterInvesting

As a nonprofit organization, our mission is to educate individual investors and investment clubs to become successful lifelong investors. Our employees have been with us on average for over 14 years due to our mission-driven approach, excellent work/life balance, remote flexibility, superb benefits and more. You can read more about our organization, founded in 1951, at [www.betterinvesting.org](http://www.betterinvesting.org)

### Essential Functions:

*Across Departments/Roles*

- Develop and administer budgets for area(s) of responsibility; monitor expenses; anticipate expenditure needs and changes
- Ensure projects are completed superbly, within specified timelines and budget
- Maintain authentication and authorization platform(s)
- Recruit, manage and develop direct report(s); define clear, realistic performance expectations; hold team accountable, including through performance reviews
- Define roles and responsibilities of direct report(s); coach, motivate, empower and challenge
- Support direct report(s) in execution of their duties to achieve departmental and company goals
- Perform additional duties as assigned
- Provide support as needed to Chapters and Volunteers regarding their use/interface with BetterInvesting technology platforms. Participate in or lead volunteer/member committees focused on IT.

### *IT Infrastructure*

- Responsible for IT infrastructure strategy, management and execution for the organization
- Project management, or supervision of project management, of IT Infrastructure projects



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- Responsible for overall quality of IT projects, programs (including telecom and data communications infrastructure), and IT infrastructure components of other departments' projects
- Direct/conduct feasibility and high-level cost analysis for IT projects and/or technology issues/features associated with other departments' projects
- Direct and manage the RFI/RFP process for IT related purchases, including analyses of RFPs and recommendation for implementation. Direct implementation, supplier management, and project reporting as appropriate.
- Diagnose and correct system problems; evaluate project/program effectiveness
- Develop and maintain disaster recovery plan(s)
- Ensure security of data, network access, endpoints and backup systems
- Oversee hardware and software resources to cost-effectively maximize organizational productivity
- Act as the organization's database administrator for SQL server and MySQL instances
- Implement and maintain the corporate and bulk email functions of the organization
- Ensure Contact Center systems (phone, chat, etc.) fully operational during scheduled business hours
- Devise and establish IT policies, collaborating with CEO

### **Knowledge, Skills and Abilities –**

**Adaptability:** Ability to adjust to a variety of situations; is flexible and receptive to change; able to modify behaviors.

**Communication:** Expresses ideas effectively, adjusting language or terminology to the needs of the listener. Communications are clear, concise and courteous.

**Decision Making:** Ability to obtain and use pertinent information to solve problems and make appropriate decisions.

**Dependability:** Willingness to take on, and be accountable for, assignments; reliable in completing assignments and proven ability to meet deadlines. Honors commitments.

**Job Knowledge:** Demonstrates a command of information, materials, equipment and techniques required for the job.

**Integrity:** Demonstrate sound business ethics; show consistency among principles, values and behaviors; build trust with others; is well respected.

**Operational:** Sound planning and organizational skills.

**Planning:** Able to develop short- and long-term plans that are appropriately comprehensive, realistic, and effective in meeting goals on a limited budget; establish the appropriate scope of the project; integrate planning efforts across work groups.

**Quality Service:** Produce high quality results that meet organizational needs.

**Teamwork:** Foster collaboration as well as take actions that respect the needs and contributions of others. Coordinate efforts. Share and build on others' ideas. Works harmoniously with others; cooperative, a team player.



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- Knowledge and experience in cross-functional project management methods and techniques.
- Knowledge of information technology applications, processes, software and equipment.
- Skill in technical planning of information technology projects.
- Ability to synthesize project information and establish the appropriate scope of a project.
- Ability to apply strong project management skills and methodologies.
- Ability to create new work processes.
- Ability to communicate effectively with senior management and others.

### Qualifications

**Education and Experience:** Bachelor's degree in Management Information Systems, Business Administration, Computer Science/Engineering, Information Technology, a related field, or sufficient and relevant skills acquired through a combination of education and experience in a relevant field. Minimum of 10 years of experience in technical leadership. Previous system and network admin experience required.

### Other Skills and Abilities

Familiarity with the following tools a plus: version control, document management, SQL/SSIS, administering Microsoft Windows networks, etc. Excellent SQL programming skills. Solid knowledge of email authentication and typical SMTP mail flow.

We welcome all applicants including stay-at-home parents, those returning to the work force after an extended period away, etc.

We are an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. We are committed to a policy of equal opportunity for all persons and do not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, disability, religion, height, weight, or veteran status.

To apply, email us at [position@betterinvesting.org](mailto:position@betterinvesting.org)

Include:

- A comprehensive resume
- A letter stating your personal interest in the position indicating how your skills, knowledge and experience match the responsibilities articulated in the job description

Application deadline: Applications are being accepted until the position is filled

This job description does not list all the duties of the job. Management sometimes assigns additional duties. This job description may be revised at any time. The job description is not a contract for employment, and either the employee or the employer may terminate employment at any time, for any reason.