



DIRECTOR IT INFRASTRUCTURE OPERATIONS

SUMMARY

Well-being & Equity (WE) in the World is seeking a full-time IT Infrastructure Operations Director (Enterprise Operations). This position supports the corporate infrastructure and users of WE in the World. This experienced-level position offers an excellent opportunity to help advance an innovative health equity program with a diverse, agile, passionate, creative, and exceptionally committed team. WE in the World delivers our services to change makers across the US and around the world. Our web-based tools, content and curriculum help connect individuals and organizations with the resources (both information and monetary) and people that they need to increase their positive impact in the world. Our staff work closely with communities both virtually and in-person and provide training and coaching in a variety of settings. This is a virtual home-based remote position with limited travel.

About Well-being & Equity (WE) in the World

[WE in the World](#) is made up of a diverse team of change agents who are passionate about igniting transformation for well-being and equity in the world. We bring decades of experience and trusted relationships working with hundreds of organizations and communities around the world. We believe that expertise and the potential to create change lies among those with lived experience, not just with academics and high-ranking professionals. Our team aims to boost localized, community-led change and assist leading organizations by developing frameworks and tools, building strategic networks, and scaling solutions that improve well-being and equity over generations. We've helped projects all around the world, ranging from transforming systems to better support people with mental health and addictions in Delaware to prison reform in Guyana, from youth empowerment in the Gambia to generational poverty in Texas. We recently served as a lead author for the Springboard for Equitable Recovery and Resilience for the Centers for Disease Control and FEMA.

MAJOR AREAS OF RESPONSIBILITY

The WE in the World Director of IT Infrastructure Operations is responsible for:

- Leads implementation, maintenance, training and technical support of enterprise-wide system tools and ensures scalability including:
 - Communications (email, VOIP telephony, videoconferencing/event hosting, Intranet/Extranet)
 - Productivity applications
 - Project management and collaboration tools
 - Onboarding / offboarding of employees and contractors
- Managing a reliable, available, secure, cost-effective cloud-based technical infrastructure
 - Applying security and functionality updates as recommended
 - Rapid response to outages that impact internal and external users
- Providing leadership and day-to-day personnel management for WE in the World employees and contractors on corporate IT projects to deliver on-time and on-budget services



- Supporting third party services that WE contracts to provide critical business functions (e.g., accounting, HR, marketing)
- Managing relationships with key vendors including selection and contract negotiation
- Creating and operating within approved budgets to achieve corporate IT technical goals
- Establishing, promulgating, implements and maintains operating policies for data security, disaster recovery, business operations continuity
- Participate in strategy-setting, providing technical expertise on the challenges and opportunities for the future of WE in the World
- Presenting key usage metrics to enable WE to measure chosen KPIs like number of change agents, etc.
- Monitors accessibility of applications or services

PREFERRED ADDITIONAL QUALIFICATIONS AND COMPETENCIES

- Proven track record in managing both employees and vendors to meet goals on schedule and budget
- Deep knowledge and experience in leading cloud-based and mobile application development, including: site reliability, cybersecurity and information security, big data engineering and architecture
- Exceptional cross-functional collaborator with an ability to bring people along with your vision
- Demonstrated ability to build technology products from the ground up and optimize mature products, balancing short term and long term technology investments
- Excellent organizational and project management skills and technological capabilities
- Ability to be agile, analytical, efficient and resourceful while maintaining close attention to detail
- Strong emotional quotient skills to build meaningful and productive professional relationships with colleagues and stakeholders of all levels
- Ability to effectively facilitate meetings, build consensus, and work collaboratively
- People management experience
- Exceptional verbal, interpersonal, and written communication skills
- Excellent computer skills including Microsoft Word, Excel, PowerPoint, Outlook, Internet, Zoom, etc.
- Skills in tracking tools/project management software (e.g., Asana, etc.) preferred
- Project leadership and management skills, including being detail-focused and managing towards aggressive timelines
- Able to maneuver through complex political situations to achieve desired outcomes
- Ability and skill to drive and achieve quality results within complex, time constrained goals
- Ability to lead in an emergent change environment in start-up mode
- Able to think about whole systems, rather than optimize for one part
- Ability to focus and produce in a remote environment
- Commitment to WE Values

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree or equivalent work experience.
- 8+ years of professional experience with at least 5 years in a managerial or similar level capacity specifically in the areas of:
 - Enterprise Analysis



- Infrastructure Management
 - IT Operations
 - Risk Management
 - Storage Administration
 - System Integrations, Analysis, Management, Software Infrastructure, and Troubleshooting
 - Operational Policy Development
 - Operating System
- Non-profit, government, community organization and/or international experience a plus
 - Certifications such as MCSA/MCSE or Google / Coursera a plus

CORE EXPECTATIONS FOR ALL TEAM MEMBERS:

- A willingness to lean into our [touchstones for collaboration](#)
- A willingness to advance along a racial justice and equity journey
- Acting as a servant leader and accompanier, prioritizing the needs of the organizations and communities we serve and where they are as we walk with them on their journey
- Teamwork, generosity, and a willingness to support the good of the whole, not just of their projects
- Humility and a willingness to learn and grow, to acknowledge mistakes and blind spots, and to change
- Lives and models WE in the World values of Servant leadership, Teamwork, Generosity, Equity, Courage, and Integrity

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice based upon business necessity.

WORK ENVIRONMENT: Remote home office.

PHYSICAL DEMANDS: Minimal physical effort is normally required.

TRAVEL REQUIRED: Not required but may be requested less than 10%.

BENEFITS AND PERKS

In addition to our competitive salary and amazing culture, we offer an excellent benefit package: medical, dental, and vision (75% covered for employee, 50% for family); 15 days paid time off, 5 days sick leave, short- and long-term disability coverage, flexible spending account, 401K with employer contribution AND match, and paid time off to serve your community or resources for professional development.

AFFIRMATIVE ACTION/EEO STATEMENT

It is the policy of WE in the World to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting,



employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all resources, and participation in all WE in the World-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the organization where appropriate.