



## Senior Director, Technology

PACE is a program that allows older adults who need nursing home care to continue living in their homes as long as possible. National PACE Association (NPA) provides leadership and support for the growth, innovation, quality and success of the PACE model of care. Since 1994, NPA has represented the interests of programs of all-inclusive care for the elderly in a rapidly changing health care environment.

NPA is headquartered in Alexandria, Virginia, but as a remote organization, we have employees located across the United States. Fully remote work is available for the Senior Director, Technology position. Occasional on-site work is required in addition to attendance at the quarterly on-site all-staff meetings and our annual conference.

The Senior Director, Technology leads the association through technological advances and digital transformations. The Senior Director will be a thought leader in using technology to support NPA's strategic and operational agenda. The Senior Director will foster a culture of continuous improvement and digital innovation within the organization. As a member of the Operations and Administration team, the Senior Director will be the primary liaison to the association's contract IT/network vendor and serves internal stakeholders and enables NPA to provide an exceptional member experience.

### Position Responsibilities

To perform this job successfully, each essential duty and responsibility must be performed satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Other duties may be assigned to meet organizational goals.

- Establishes and maintains a strategy for utilizing technology to enhance operational efficiency and member service effectiveness, and support collaboration and communication between and among the association and its members
- Collaborates across the organization to develop a technology strategy in alignment with NPA's strategic plan and drawing from NPA's technology assessment.
- Establishes and maintains internal and external data management, and architect workflows. Develops an internal data architecture to simplify locating information and promote collaboration. Develops an external data architecture to ensure up to date information and a positive member experience.
- Standardizes and integrates project management technology system/s and implementation of new software projects.
- Ensures technology funding decisions are made with stakeholder input and align with the overarching technology roadmap.
- Develops a structured framework to help NPA continuously assess and improve our technology practices and capabilities.
- Identifies and mitigates risks associated with digital transformation projects, including technology risks, data security, and compliance issues. Advises NPA leadership and provides education and guidance on technology solutions.

- Actively seeks out emerging technologies and explores new trends to identify opportunities for organizational value-add.
- Centralizes and leads all technology advancements, purchases, and projects.
- Manages technology budget requests, the purchasing process, IT security compliance (SOC2), and other reviews and approvals. Leads product evaluation and manages procurement.
- Builds relationships and supports collaboration, providing technical expertise and recommendations based upon internal clients' needs.
- Empowers staff to be self-sufficient by identifying areas for improvement and developing resources, SOPs, and training.
- Oversee IT operations, applications, and infrastructure
- Manages the relationship with our Managed Service Provider

## HIPAA

- This position is authorized to access, utilize or view protected health information (PHI).

## Knowledge, Skills and Abilities

- Ability to both lead at a strategic level and provide hands-on technical support.
- Customer service oriented.
- Innovative and results oriented.
- Excellent verbal and written communication skills.
- Ability to effectively communicate technical information to a non-technical audience.
- Knowledge of cyber security challenges and tools
- Proven ability to gather business requirements, define prioritization and refine requirements
- Azure and other cloud services
- Demonstrated knowledge of Microsoft Office 365 application

## Requirements Education

- Bachelor's degree in information technology or a related field, or other equivalent training and/or experience.

## Experience

- Eight years of experience in a similar role, subject matter expertise, and a developing awareness of strategic, operational, financial, and management issues and priorities.

## Working Conditions

Flexible, fully remote work arrangement, including telework, offered. Small, fast paced team environment with moderate noise levels. Normal sitting and standing activities for an office environment. Use of phones and computers for extended periods of time. Utilize office equipment and communication technologies for conference calls and teleconference meetings/webinars.

## Compensation and Benefits

Full-time, exempt position with competitive salary based on experience and qualifications.

Excellent benefits package; NPA pays 100% of the employee's premium for Medical (HMO and HSA; PPO paid at HMO rate), Dental, Vision, Short-Term and Long-Term Disability coverage, AD&D coverage, and Long-Term Care coverage.

Retirement savings plan. Generous paid time off program.

## To Apply

Submit an application, including an updated resume, at the link below.

### Apply Now

Applications should be submitted by **Friday, September 13, 2024**. Due to the large volume of resumes expected to be received, only those candidates selected for an interview will be contacted. If you need assistance or accommodation submitting your application materials, please contact us at [hr@npaonline.org](mailto:hr@npaonline.org).

## NPA is an Equal Opportunity Employer

NPA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We strongly encourage applicants from underrepresented groups to apply.