



Job Title:	Director, Technology
Reports To:	Vice President, Strategic Advancement
Status:	Full-Time
Location:	Boston, Massachusetts or East coast (US)
Last Revised Date:	November 2020

ABOUT GLOBAL GENES:

Global Genes is a 501(c)(3) nonprofit organization working to change the world by improving lives for everyone affected by rare disease. At Global Genes®, we believe that together we can do more to tackle the challenges of rare disease. We educate, equip, and empower the global community with tools and resources to influence change. We connect rare disease patients, advocates and rare disease experts to help eliminate the challenges of rare disease. Global Genes is a leading rare disease advocacy organization with global reach to the worldwide community of patients, caregivers, advocates and clinical partners. Our mission is to eliminate the challenges of rare disease through programs and services that build awareness, provide connections, resources and educational tools to positively impact affected patients and families.

ROLE SUMMARY:

At Global Genes, we connect, empower and inspire a global network of rare disease advocates. Our work in technology supports the pioneers and challengers of possible in helping patient advocates become architects of the future rare disease research and partners in therapeutic development. Over the last decade, Global Genes has built a legacy of connecting and incubating some of the most innovative patient communities in the world. In the decade to come, we plan to scale our impact by building, hosting and connecting technology solutions that make a real difference in people's lives. We champion collaboration for maximum impact, open data sharing, and acting with intent and urgency to improve the lives of the more-than-350 million people worldwide impacted by the challenges of living with a rare disease.

We are looking for a hands-on technology lead who passion and experience to help us drive and support one of the most innovative, fastest-paced areas of life sciences and healthcare. You will be responsible for building and integrating technology into a robust, stable, secure cloud infrastructure and oversee managed service providers working with us that range from CRM to community and case management systems, as well as increasing our impact sustainability through helping assess and improve our project monitoring and evaluation tools.

The Technology Director is expected to maintain an infrastructure that supports expanded growth, security, ease-of-use, and internal efficiency. The Director of IT will directly influence the direction of IT in new and existing products and systems, as well as upcoming integration efforts with new initiatives. Reporting into the VP of Strategic Advancement and working closely with the executive team, we expect you to bring a strategic mindset for budget management, technology roadmaps, capacity and inventory management and planned solution implementation.

If you are ready to make a career out of changing the world, then you are the person for this team.



RESPONSIBILITIES:

- Manage engineering projects and contract labor responsible for the design and implementation of solutions that improve data architecture, public/private cloud infrastructure efficiency and effectiveness to meet business requirements.
- Architect a cloud-based “source of truth” for business operations.
- Overseeing project timelines of in-house and outsourced design and engineering teams, ensuring full integrations and seamless experiences for our constituents across multiple key engagement experiences.
- Build collaborative relationships with the broader architecture leadership community to provide input into strategies and standards related to area of oversight.
- Focus team on the forward-looking aspects of infrastructure, including, but not limited to: building future state roadmaps, understanding vendor offerings and providing mentorship to the organization in utilizing new technologies to solve business needs.
- Maintain project controls that accurately reflect completed work against project plans, schedules and budgets, and ensure user/management involvement.
- Knowledge of emerging technologies with strategic technology vendors and lead adoption of that technology with the business and as part of ongoing project portfolio work.
- Contribute to presentations and briefings of future technologies with executive leadership.
- Collaborate with Corporate Services on vendor strategy discussions, selection and contract negotiations, providing data, knowledge and feedback on vendor operations from the business perspective.

QUALIFICATIONS:

- Bachelor’s degree and 10 years of progressive IT and engineering leadership experience, including core business support architectures like CRM (SalesForce preferred), engagement/marketing solutions integrations and implementing support flows and software.
- Coding abilities to help trouble-shoot, proven experience analyzing API documentation and implementing enterprise software integrations with core database architecture.
- If no degree, a minimum of 12 years of experience as stated above.
- Minimum of 5 years technical leadership experience.
- Candidates should have broad technical knowledge in and cloud engineering, media, HIPAA-level security technologies (AWS greatly preferred).
- Expertise in one of the following specialty areas is required and is dictated by groups managed: Compute, infrastructure virtualization, storage, backup.
- Experience with provision automation, public cloud offerings, and continuous integration concepts and patterns.
- Strong passion for the rare disease community required
- Non-profit advocacy, healthcare or life sciences experience a plus
- Exceptional problem solving and communication skills
- Exceptional professional style with a strong customer service approach
- Ability to lead and/or manage managers who are leading multiple projects
- Self-starter with a proven commitment to excellence; results-oriented
- Role model in organizational skills, attention to detail and gaining accountability
- Comfortable working on a fast-paced remote team
- Bilingual or proficiency in multiple languages is ideal



PERFORMANCE MANAGEMENT AREAS:

- Core Values: Integrity, Authenticity, Respect, Creativity, Collaboration and Fun
- Competencies: Personal, People, Strategic and Position
- OKRs: Objectives and Key Results

To Apply: Please email resume and cover letter to humanresources@globalgenes.org

Equal Opportunity Employer committed to diversity in the workplace.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.