



## IT Director Position Description

**Location:** Second Harvest Food Bank of Orange County, Inc (Irvine, CA)  
**Reports to:** CEO  
**Status:** Full-Time, Exempt/Salary, \$135,000 - \$150,000/year (DOE)  
**Benefits:** We offer excellent Benefit Plans including incremental PTO Plan; 15 + Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

### **About Second Harvest Food Bank of Orange County**

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

### **POSITION OVERVIEW**

The IT Director is responsible for the strategic and operational management of all information technology systems, infrastructure, and security to support the food bank's mission. This includes managing technology that supports food distribution, inventory tracking, donor databases, and staff collaboration. The IT Director will lead efforts to improve data accuracy, reporting capabilities, and technology integration across departments to optimize efficiency and impact.

The role requires a proactive approach to managing IT infrastructure, enhancing cyber-security, overseeing technology vendor relationships, and implementing system improvements that align with the organization's growth and operational goals.

### **KEY RESPONSIBILITIES**

#### **Technology Strategy & Leadership**

- Develop and implement the IT strategy to support the food bank's mission and plan for future needs.
- Collaborate with the leadership team to align technology initiatives with organizational objectives.
- Ensure that IT infrastructure is scalable, reliable, and secure to support ongoing operations.
- Evaluate and recommend software and hardware solutions that improve operational efficiency, data management, and security.

#### **System Management & Maintenance**

- Oversee the management and maintenance of all IT and communication systems, including servers, networks, databases, cloud services, inventory tracking, and donor management platforms, to ensure all is up-to-date and functioning optimally.
- Monitor system performance, reliability, and security, and take proactive measures to address any issues.



- Ensure efficient operation of software platforms used for food distribution, logistics, and warehouse management (e.g., CERES, Link2Feed).

#### **Cybersecurity & Data Protection**

- Lead cybersecurity efforts, implementing best practices to protect sensitive data (e.g., donor information, client records, financial data) from unauthorized access.
- Develop, implement, and maintain IT policies and procedures related to data security, system access, and IT usage across the organization.
- Conduct regular security assessments, audits, and trainings to mitigate risks and ensure compliance with data protection regulations.
- Ensure regular data backups and disaster recovery plans are in place.

#### **Team Leadership & Collaboration**

- Manage and develop the IT team, providing leadership and guidance to ensure effective technology operations and support.
- Foster cross-departmental collaboration to ensure technology solutions meet the needs of all staff.

#### **Vendor Management & Budgeting**

- Manage relationships with external technology vendors, ensuring quality service delivery and competitive pricing for IT products and services.
- Negotiate and oversee contracts for technology services, including software licenses, hardware procurement, and cloud services.
- Develop and manage the IT department's budget, including capital equipment needs, thus ensuring cost-effective technology investments and operational efficiency.

#### **Data Management & Reporting**

- Oversee the integration and accuracy of data across different platforms used by the food bank, ensuring effective data management and reporting.
- Support the development of dashboards and reports to provide insights into food distribution, inventory, donor engagement, and other key metrics.

### **QUALIFICATIONS**

#### **Education & Experience**

- Bachelor's degree in Information Technology, Computer Science, or a related field (Master's degree preferred).
- Minimum of 5-7 years of experience in IT leadership or a similar role, preferably within a nonprofit, logistics, or warehouse management setting.
- Strong understanding of IT infrastructure, network management, cloud services, and data security.
- Experience with database management, ERP systems, or food bank-specific software (e.g., CERES, Link2Feed) is a plus.
- Experience managing IT budgets, vendor contracts, and technology procurement.

#### **Skills & Competencies**

- Leadership skills with the ability to manage and mentor IT staff.
- Strong analytical and problem-solving skills.
- Excellent project management skills, with the ability to prioritize and manage multiple projects simultaneously.
- Knowledge of cybersecurity best practices and data protection regulations (e.g., GDPR, CCPA).
- Effective communication and people skills with the ability to explain technical concepts to non-technical staff.
- Ability to collaborate with a diverse team and support the mission of the food bank.

#### **Work Environment/Physical Demands**

- This role works both in an office environment and throughout the distribution center. Some evening and weekend work may be required, particularly during technology upgrades or emergency situations.



- Regularly required to stand, walk, reach, and use hands.
- Extended periods of sitting while working on computer
- Occasionally required to stoop, kneel, and crouch
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location
- Lifting required for event & equipment set up (20-25 lbs.)

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

*Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer*