Job Description

**Job Title:** IT Systems Director | **Reports to:** Chief Information Officer
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**FLSA Status:** Exempt | **Aligned Executive:** VP & CAO
**Kipuka:** Liliʻuokamoku | **Department:** Information Services

### Job Purpose
The IT Systems Director (ISD) is responsible for ensuring alignment of system wide applications with the organizational objectives of Liliʻuokalani Trust (LT). This role develops and manages application portfolios for all LT departments, kīpuka, centers of excellence. This position will identify opportunities for technology innovation and enhancement to support all goals and functions of the organization. The ISD will also make sure all IT systems and programs are compliant with standard regulation and security guidelines. This position creates plans outlining the utilization of technology, centralization, and collaboration throughout LT.

### Essential Responsibilities
- Oversees the organizational wide system administration staff, ensuring daily operations are progressing smoothly. Identifies deficiencies and opportunities for systems and process improvement. Plan and develops, and implements solutions that contribute to the growth and optimization of LT’s technology.
- Develops systems and programs that efficiently support all LT’s departments, kīpuka, and centers of excellence. Meets with leadership at Executive and Operational level to identify goals and business requirements to be met.
- Strategizes data consolidation, recovery plans, and archives. Proposes data solutions that meet the needs of the organization at Corporate and Program levels. Oversees the development and implementation of data solutions, applications, and systems.
- In collaboration with CIO and Executive Leadership, develops and implements policies, procedures, and best practices to ensure compliance with standard regulation and security guidelines.
- Manages contractual relationships: contact, negotiation, and implementation of third-party services as needed. Ensures high performance from service providers as well as systems administration staff.
- Establishes and monitors performance goals for the systems administration team.
- Help develop and establish Digital Transformation of the whole organization.

### Minimum Qualifications
- Bachelors degree in Information Technology, Computer Science, Business, project Management or related field.
- At least 10 years of program and management experience.
- Must be highly proficient in the use of MAC OS.
- Extensive knowledge of network operating systems, applications and development tools including network management applications, data/web based applications.
Experience with enterprise system environment, electronic communication systems, and security model.
Experience working with highly interrelated applications, systems and departmental operations preferred; or an equivalent combination of education, training and experience.
Proven strong communication, interpersonal, decision-making and negotiation skills
Proven ability to work effectively with executive management
Analytical with the ability to solve problems and lead change management initiatives

**Organization Competencies**

- **Alignment with Queen’s legacy:** Understanding and appreciation of Queen Liliuokalani’s story, her legacy and the Hawaiian Culture is foundational to staff’s commitment to working with our Hawaiian children, families and communities. Demonstrates respect for and appreciation of Hawaiian values history, and culture, understanding its implication in one’s work, in fostering meaningful relationships, and in embracing the community served.
- **Ho`omau i ka `imi Na`auao (Continuous Learning and Improvement):** Committed to creating and reinforcing an environment of continuous learning and improvement.
- **Ho`ike i na Mana`o Pono (Effective Communication):** Communicates with those we serve and each other in a consistent manner that results in mutual understanding, harmony, and action.
- **No`ono`o loi (Critical Thinking and Problem Solving):** Actively and skillfully understands, conceptualizes, applies, analyzes, synthesizes, and/or evaluates information and develops and supports fact-based analyses and recommendations
- **Ho'o kumu a'e or `Imi hakuhia (Innovation):** Identifies and integrates creative ideas into new or existing services and promotes effective problem-solving.
- **Pilina Ho`ohana a me ka Hana Hilina`i (Building Relationships and Creating Trust):** Manages relationships to create optimal opportunities and move the organization forward.
- **Alu Like I ka Hana (Teamwork):** Works cooperatively and collaboratively with others throughout the organization in alignment with the organization’s objectives.
- **Ho`onui I ka `ike (Capacity Building):** Encourages personal growth by exhibiting trust and a belief in the capacity of others.

**Mental and Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; and reach with hands and arms.

**Terms and Conditions of Employment**
As a condition of employment, employee will be subject to LT’s policies and procedures.