



DIRECTOR OF INFORMATION TECHNOLOGY

Responsibilities

Reporting to the Chief Advancement and Strategy Officer, the Director OF Information Technology is responsible for the management, maintenance, and support of all information technology that supports TDO's business systems, communications systems, and digital infrastructure. This position manages IT vendor and contractor relationships for Helpdesk support, phone systems, website, and the CRM database within a pre-established expense budget.

Working in close partnership with the senior management team and staff, this position serves as TDO's CRM database (Tessitura) lead and liaison to the AT&T Performing Arts Center (ATTPAC) Tessitura consortium. The Director will also partner with the senior management team to align resources to plan and implement the company's short and long-term integrated database and digital strategies.

Specific duties include:

- Align technology with TDO's strategic plan, priorities, and routine business practice
- Manage and maintain the resulting hardware and software footprint
- Implement best practices to secure TDO's systems and assure compliance with standards established by organizations such as ISO and PCI to maintain integrity of highly confidential information
- Direct the implementation of the Tessitura Network suite of products in collaboration with Development, Marketing, and Patron Services staff and the ATTPAC consortium
- Develop and maintain robust business intelligence solutions to provide accurate and timely patron and financial metrics through Tessitura Analytics
- Provide database management and maintenance services, and establish standard protocol for telemarketing, telefunding, direct mail, and email deployment, NCOA, suppression and seed lists, and ensure compliance with USPS and CAN-SPAM regulations
- Manage strategic partners (managed service provider, phone system, and web development), clearly articulate priorities, and ensure that systems and processes are maximized to support TDO's business practice
- Establish and maintain organization-wide protocol for digital file storage and ensure reliable and failsafe systems for storage capacity, back-up, and security
- Secure and maintain non-profit status with all vendors
- Create and maintain annual budget to support IT and database initiatives
- Provide onboarding, training, and ongoing support for technical issues to all staff
- Attend and actively participate in all team meetings and meetings with direct supervisor as required
- Other duties as requested



Candidate Qualities

Traits and Characteristics

- Intellect and perceptive capacity to balance long-range goals with short-term needs
- Relationship-building skills and proven ability to partner with other senior management team members, staff, and IT partners
- Personal presence that inspires trust, confidence, accuracy, and accountability
- Confident leadership to guide strategic partners and staff aligning each department's activities with TDO's mission and needs, and uniting a diverse group of individuals around a common cause
- Ability to effectively delegate to a team of competent professionals while retaining ultimate accountability for meeting IT objectives

Skills and Knowledge

- Minimum 5 years' experience in an IT management role
- Minimum 3 years' experience with Tessitura Network's suite of products including Tessitura CRM, Tessitura Network Express Web (TNEW), Appscension (formerly TN Mobile Plus) and Analytics built on the Sisense platform
- Broad and deep knowledge of a comprehensive IT strategy including the management of business systems, hosting platforms, internal networking, website deployment, and managed service partners
- Exceptional strategic and critical thinking skills and the capacity to perceive opportunities and challenges, create and execute plans, and meet goals within the context of a complex organization
- Experience configuring and maintaining hosted business systems (Blackbaud FE, Tessitura suite of products, DocuSign, etc.), payment processing, Office 365, Microsoft Azure, Amazon Web Services, phone systems, Digital Asset Management/Content Delivery Networks, WordPress websites and all related integrations
- General knowledge of HTML, PHP, CSS, Google Analytics, WordFly (or other email platform), Adobe Suite a plus
- Experience negotiating and reviewing contracts
- Intellectual aptitude and the business and financial acumen that allow one to understand TDO's financial and patron reporting needs
- Aptitude for multitasking, prioritizing, and managing time in a fast-paced environment which often presents competing priorities
- The ability to assimilate complex information, distill it to its essentials, and communicate it succinctly and compellingly verbally, visually, and in writing
- Familiarity with opera and the performing arts is a plus

Personal Traits

- Genuine, trust-worthy
- Collaborative
- Communicative
- Compassionate and highly perceptive

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- Innovative, flexible, and quick-thinking
- Mature and poised
- At ease interacting with people of varying degrees of technological expertise

Other Considerations

<u>Compensation</u>	Competitive salary Benefits include health, vision, and dental insurance, vacation time, no-cost parking, and professional development opportunities to increase knowledge-base and employee retention
<u>Education</u>	Bachelor's degree required
<u>Location</u>	Dallas, Texas
<u>Website</u>	dallasopera.org
<u>Travel</u>	Occasional

The Dallas Opera values diversity in the workplace and is committed to creating an equitable and inclusive work environment where employees are treated with dignity and respect. The Dallas Opera is an equal opportunity employer and maintains a policy of non-discrimination with all employees and applicants for employment. This position will remain open until a diverse and qualified pool of candidates has been identified. Applications from populations underrepresented in the arts are strongly encouraged to apply.

To apply, please send a cover letter no longer than two pages and resume to recruitment@dallasopera.org. Please send Word or PDF file only.

No phone calls please.