



THE COMPANY

Illinois Holocaust Museum & Education Center (IHMEC) honors Survivors and victims of the Holocaust by teaching universal lessons that combat hatred, prejudice, and indifference. The Museum activates this mission through world-class exhibitions, public programming, and educational initiatives to equip audiences with knowledge, skills, and courage to take a stand for humanity. Today, IHMEC is the third largest Holocaust museum in the world and second largest in the country, impacting hundreds of thousands of students, teachers, law enforcement and community members annually. As a world leader in connecting the history and lessons of the Holocaust, we inspire visitors to become Upstanders, who speak out for what’s right – turning powerful lessons of history into positive actions today.

Revenues are derived from major special events, corporate and individual giving, visitor receipts, gift shop revenues, and major grant fundraising – foundation, family, and government.

THE POSITION

Position Title: Associate Director of Technology Services
Location: Skokie, IL
Reports To: Senior Vice President of Finance & Operations

Reporting to the Sr Vice President of Finance & Operations, the Associate Director of Technology Services (“ADTS”) is responsible for visioning, developing and implementing information and audio-visual technology initiatives. ADTS is responsible for all aspects of the organization’s information and audio-visual technology, processes, and systems. ADTS is expected to direct the planning and implementation of IT and AV systems to advance the mission of the Museum, ensure effective IT and AV provisioning, and lead a high-capacity and high-quality team.

SPECIFIC RESPONSIBILITIES

The Associate Director of Technology Services will:

- In partnership with the senior leadership team, advance the Museum’s mission, goals, and strategy through technology.
- Remain current with technological progress and organizational needs and provide planning for the future of technology (including audio-visual), lead the provisioning of technology resources across the organization through effective oversight of departmental operations, provide leadership of Technology Services staff, provide technical leadership to the organization, and promulgate technology services principles, including service design, service transition, service operation, and continuous improvement.
- Implement and upgrade IT security practices to secure the company Infrastructure. Decommission old systems to stay ahead of the hardware and software end-of-support lifecycle. Patching, upgrading, MFA, Antivirus and ensuring all IT related security compliance in onboarding and off-boarding employees.
- Train and hold accountable internal constituents to security protocols.
- Strategically manage IT and AV services, including equipment inventory and deployment, maintaining maximum uptime, and helpdesk effectiveness. Manage an effective process to log and fix business systems with quality and timely solutions.
- Develop and manage the department’s strategic roadmap, ensure resource alignment with the organization, ensure systems run smoothly and are widely adopted by the user group.
- Develop and apply effective project management practices, scope work, set timelines and due dates, coordinate with other departments and function areas, require decision making, and create accountability for results. Institute technology best practices for the department and for the organization as a whole.
- Regularly report to senior leadership team on IT and AV opportunities, trends, challenges, project status, etc.
- Recommend Technology Services policies and standard operating procedures for approval by the senior leadership team.



- Manage vendors and negotiate vendor contracts. Maintain hardware and software programs, implementing company-wide technology updates and ensuring employees are trained on new features.
- Develop and maintain a culture of customer service driven with metrics and feedback.

In addition, as a leader within the Museum, ADTS will:

- Prepare the Museum for the future by developing a succession plan including redundancy of skills where needed.
- Develop and maintain a high performing team, providing training, encouragement, and professional development. Demonstrate good stewardship of resources, and role-model accountability for excellence.
- Instill and maintain a bias for action, with a focus on continuous improvement at the department, team, and individual levels.
- Demonstrate and role-model a spirit of trust and innovation.
- Coordinate after-hours coverage for special events and/or exhibit, retail, or miscellaneous technology outages.
- Other duties or special projects as assigned by Sr VP of Finance & Operations or by CEO.

THE PERSON

Education and/or Experience

A degree in computer science, information technology, operations research or business administration, or equivalent experience preferred.

Experience | Skills

- 7+ years of experience in an Information Technology role required.
- 3+ years of experience leading technology teams.

Technical Requirements

- Office 365
- Azure
- Citrix
- Networking
- Cisco Meraki
- Point-of-sale experience is a plus
- CRM platform

Demonstrated proficiency in:

- Managing a department budget.
- Conducting broad strategic planning processes
- Managing technologies
- Contracting, negotiating, and directing organizational change
- Managing requests for cross-team requirements

Ability to:

- Initiate, work, and motivate within a team, or independently.
- Excellent verbal, written, and interpersonal communication skills.
- Excellent organizational and analytical skills.
- Lead organizational change management.



**ILLINOIS HOLOCAUST MUSEUM
& EDUCATION CENTER**

ASSOCIATE DIRECTOR OF TECHNOLOGY SERVICES

POSITION SPECIFICATION

Physical Requirements

May need to climb up and down stairs; to bend, stoop, and lift or move materials and retrieve files; to pull/push, lift, and carry up to 25 pounds; spend considerable time on feet; and to reach both above and below shoulder height.

Committed to Diversity

Illinois Holocaust Museum & Education Center is an equal opportunity employer and is committed to creating an inclusive environment for all employees. People of color, women, LGBTQ+ people, and people with disabilities are strongly encouraged to apply.

Learn More

Visit our website, engage in virtual experiences, and learn more at ilholocaustmuseum.org.

To Apply

Interested applicants should email a cover letter and resume to jobs@ilhmec.org and include “Associate Dir of Technology Services” in Subject Line.