



Job Title: Director, Business Systems

Department: Information Technology | **Location:** Headquarters/Long Beach, CA

The **Director, Business Systems**, serves as a strategic partner across all departments, bridging the gap between business needs and technology solutions. This role combines technical expertise with business acumen to optimize operations, implement systems, and drive digital transformation initiatives across the organization. This position works with the SVP, Administration & CFO, to assist in providing leadership, oversight, and direction for the implementation of SOSC's information technology strategies. The Director, Business Systems, will also serve as the primary liaison between SOSC and our external technology support partners.

Reports To: Senior Vice President, Administration & CFO

Direct Report(s): None

Compensation Level (7): This is a full-time, benefit-eligible position, with benefits beginning on the first of the month following the start date. The salary range for this exempt role is **\$85,000.00 - \$103,000.00**, depending on relevant experience, specifically with Special Olympics.

ESSENTIAL DUTIES

Business System Solutions: 50%

- Create and maintain documentation for business processes and systems.
- Develop and promote policies and procedures in support of all technological business systems, including ensuring data integrity.
- Ensure all staff are provided with hardware that meets organization standards.
- Ensure data integrity and system integration across platforms.
- Evaluate, recommend, and implement technology solutions to improve business processes. This includes organizational-wide system adoption of appropriate software such as Microsoft Teams and Co-Pilot.
- Lead cross-functional projects to optimize workflow efficiency.
- Manage system implementations and upgrades across multiple departments.
- Monitor system performance and coordinate improvements.
- Oversee ongoing improvements and the feasibility of system enhancements and assess new computing technologies to determine potential value for the organization.
- Oversee the transition of current constituent databases into one system, Salesforce.
- Partner with department leaders to understand their operational needs and challenges.
- Provide training and support for business applications.
- Provide training and support to end-users, ensuring they understand and effectively utilize Salesforce functionalities.



CORE VALUES

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Business Systems/Information Technology Administration: 35%

- Coordinate the installation of functional updates and releases.
- Create and manage reports and dashboards to provide insights and support decision-making processes.
- Develop and manage Business Systems/Information Technology budgets.
- Develop and track metrics for system effectiveness.
- Ensure that any new software integration meets functional requirements, system compliance, and interface specifications.
- Manage vendor relationships and software contracts.
- Oversee the department's Intranet content to ensure information is current.
- Oversee the process of managing vendors of hosted/outsourced Business Systems services to ensure they maintain a satisfactory level of service.
- Oversee the purchase of hardware to support the organization's technology infrastructure.
- Perform regular system audits, any new Salesforce releases, and ensure compliance with organizational policies.
- Provide ongoing strategic direction for data collection management policies and procedures.
- Serve as a primary liaison with NetReady to address IT issues, including overseeing the Help Desk to ensure NetReady provides end users with timely and competent technical support.
- Set-up and deactivate users, manage profiles and permission sets, and ensure appropriate access levels are maintained.

Telecommunications and Leased Equipment: 5%

- Oversee telecommunication systems.
- Oversee process for leasing copiers and postage machines.

Leadership and Team Management: 5%

- Assist team members as needed to optimize efficiency, cohesion, and program effectiveness.
- Attend meetings, conferences, and other events as necessary; serve on committees and task forces as assigned.
- Ensure a safe and healthy work environment through observation, coaching, and training.
- Foster team morale and motivation by scheduling regular meetings to share information, address challenges, and celebrate successes.
- Assist with maintaining and developing other SOSC employees through coaching and training.
- Supervise various levels of staff and volunteers, including interns, ensuring effective team management and development, if applicable.
- Support professional development by explaining, guiding, and enforcing systems, policies, and procedures.



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Administration: 3%

- Complete and submit individual timecards bi-weekly, ensuring accuracy and adherence to payroll deadlines. Complete and submit mileage reports, credit card expense reports, and reimbursement expense reports, ensuring proper documentation, budget approvals, and compliance with organizational policies and finance deadlines.
- Oversee invoice approval and submission to the Finance Department, ensuring compliance with appropriate contracts and adherence to budget guidelines.
- Oversee the maintenance, inventory, and management of the technology equipment.

Event Support: 2%

- Work with applicable staff members to ensure appropriate technological support is provided at sports competitions.

ESSENTIAL RESPONSIBILITIES: Collaborate with the supervisor to develop and execute goals and plans that align with the organization's strategic direction. Collaborate with other SOSC employees and partners to establish and support individual and team objectives. Exercises independent judgment and flexibility in day-to-day operations to achieve results. Recognized as a subject matter expert in all areas of responsibility. May be entrusted with executive-level confidential information and is authorized to represent the organization publicly. May supervise both hourly and salaried employees, as well as interns and volunteers at all levels, including leadership volunteers (e.g., GMT, GOC).

QUALIFICATIONS: To perform this position successfully, an individual must be able to carry out all essential duties and responsibilities effectively, with or without reasonable accommodation. The qualifications listed below represent the knowledge, skills, abilities, and competencies required to perform the role at a satisfactory level. This position may be required to occasionally lift or carry objects weighing up to 24 pounds. Reasonable accommodations will be made for qualified individuals with disabilities to enable them to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA).

WORK ENVIRONMENT: This position is primarily based at the assigned Special Olympics Southern California (SOSC) office noted above, where the typical noise level is moderate. The role involves regular driving and travel within the designated and surrounding counties. The employee may be asked to operate SOSC vehicles, rental cars, and/or event vehicles, with or without reasonable accommodation if applicable.



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EDUCATION AND EXPERIENCE:

- Bachelor's degree in business, information systems, or related fields.
- 7-10 years of directly related professional experience, which includes a minimum of 4 years of progressive experience in business systems management or similar role. Proven experience as a Salesforce System Administrator or in a similar role.
- Experience with analysis, implementation, coding, and evaluation of IT systems and their specifications.
- Experience with change management and user adoption.
- Experience with Salesforce Flow and basic customization.
- Salesforce Administrator Certification preferred.
- Strong understanding of business processes across multiple functions.
- Strong understanding of Salesforce best practices and functionality.
- Supervisory experience of professional employees preferred.
- Volunteer and/or staff management experience dealing with diverse individuals preferred.

SKILLS AND ABILITIES:

- Ability to approach all system support with a strong customer-service mindset, ensuring timely, reliable, and solution-oriented support for staff across the organization.
- Ability to be flexible, multi-task, and delegate effectively.
- Ability to communicate effectively by breaking down technical jargon for a non-technical audience.
- Ability to work evenings, weekends, and occasional overnights to meet job requirements.
- Capability to think strategically while executing tactically in a lean and resource-constrained environment.
- Demonstrated project management skills that enable executing complex, multi-stakeholder projects.
- Detail-oriented, highly organized, self-starter, capable of taking direction but working independently and collaboratively with a team.
- Excellent oral and written communication skills.
- Highly organized project manager with a track record of leading projects and meeting budgets and timelines.
- Proficiency in using relevant technology, including Microsoft Office (Word, Excel, and PowerPoint).
- Proven ability to translate business needs into technical requirements.
- Strong attention to detail and ability to work with frequent interruptions.
- Strong people skills and customer service orientation
- Strong self-motivation and demonstrated ability to work in a team environment.
- Success in utilizing technology to create inter-departmental communications.



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SKILLS AND ABILITIES (cont.):

- Must successfully complete a professional reference check and background screening, including a Motor Vehicle Record (MVR) review.
- Must possess and maintain a valid California driver's license and meet the minimum state-required automobile insurance coverage.
- The ability to travel throughout the assigned geographic areas, including occasional evenings and weekends, is an essential function of this position.
- If a condition prevents driving, the organization will engage in the interactive process to explore reasonable accommodations.

APPLY: A staff member will review resumes received for our open positions. Due to the large number of applicants, only candidates selected for interviews will be contacted. Please send your resume and cover letter to hr@sosc.org.

Note: *This job description outlines the general responsibilities and requirements of the position and is not an exhaustive list. Duties may change or be assigned as organizational needs evolve.*