



Communications Committee Member

Position: Director of Technology	Expected Duration: 1 year renewable
Reporting to: VP of Communications	Expected # PDUs: 25 max per cycle
# Positions Open: 1	Last Revised Date: 07/14/2023

Position Overview: This position is responsible for all aspects of chapter technology including the acquisition of technology, support/maintenance of technology, data analytics, technology governance and long-range and annual planning of technology in accordance with any current or future PMI procedures and guidelines. The volunteer will be responsible for working with chapter leaders and vendors to ensure alignment with the business needs of the chapter as well as ensure compliance with chapter and PMI Information Security Policies. In addition, the volunteer will drive the technological vision and strategy, to successfully deliver and implement technology solutions to meet the chapter's needs.

Responsibilities:

Acquisition of Technology

- Participate in the request for proposal (RFP) and contract negotiations (not sole negotiator).
- Research new technologies and/or features to improve the chapter efficiencies and membership experience and report on feasibility of proposed technology initiatives.
- Collaborate with chapter leadership to propose initiatives.
- Gather business requirements.
- Oversee any initiatives for proposed technologies.
- Lead implementation planning.
- Own and propose solutions for tools the chapter uses.

Support/Maintenance of Technology

- Provide administrative support for chapter technologies.
- Be familiar with all aspects of operational technologies in place and be able to provide backup administrative support.
- Ensure the chapter's owned, rented, or leased equipment is in good working order and tracked.
- Provide regular technology status updates to chapter leaders and board members.
- Communicate service level agreements (SLAs) for issue/request intake process.
- Collaborate with internal and external technology volunteers and ensure providing timely responses to support requests.



- Regarding data reporting operations and analytics, partner with membership and governance teams where appropriate. Per PMI current and future membership and data protection policies, provide general data support including, but not limited to, gathering, and providing data.
- Per PMI current and future membership and data protection policies, create awareness of available data and the value proposition of reporting.
- Provide various analytic reports to chapter leaders including:
 - Referral source
 - Email conversion
 - A/B testing web analytics
 - System reports: operational defects in IT systems

Governance

- Maintain data and transaction services and processes.
- Maintain inventory of technologies in place, including administrative access information for both hardware and software.
- Ensure compliance with all software/subscription licenses that are acquired.
- Ensure backups and ensure proper archiving occurs within the infrastructure.
- Maintain the process and methods for access rights for chapter systems. Assess risk in IT systems. Partner with governance team where appropriate.
- Ensure compliance with chapter and PMI information security policies. Partner with governance team where appropriate.
- Develop and implement succession and transition plan for the role.

Technology Operations

- Successfully plan, track and deliver all IT-related services employed to benefit the chapter.
- Work with other technology team members, chapter board members and volunteers to identify opportunities to improve chapter technology and infrastructure.
- Provide submission requests for budget and schedule estimates Provide recommendations for system upgrades.
- Assist in defining business capabilities.
- Identify upcoming technology needs based on chapter plans/activities.
- Identify road maps focused on sequencing and dependencies.
- Keep current on technologies being adapted by PMI or other PMI chapters.
- Ensure member, nonmember, and vendor information security. Partner with governance team where appropriate.
- Perform application monitoring.



Business Acumen Skills:

- Contract and vendor management
- Data analysis and reporting
- Organizational change management
- Management
- Technical application

Power Skills:

- Stakeholder engagement

Expected Time Requirements: 5-10 hours/month

NOTE: This job description is not intended to be all-inclusive. Volunteer may perform other related duties as negotiated to meet the ongoing needs of the organization. PDUs will be awarded commensurate with the activities performed.