



Director of Information Systems/Information Technology

Pathways Youth and Family Services is seeking a full-time Director of Information Systems based in our San Antonio office. This position will be responsible for defining and implementing Information System and Information Technology strategies that support Pathways' business objectives and its mission. The position reports to the CEO, and oversees the IT department and personnel as well as IS. The Director will liaise with department and program leaders to ascertain their strategic business objectives as well as their technological requirements and develop solutions that are aligned with the agency's strategic plan. The Director will provide data-driven insight to the organization's decision makers as well as oversee all IS and IT operations, processes, protocols, personnel, and infrastructure. The IS Director will also be skilled at data analysis to help identify trends and outcomes related to child welfare and behavioral health services generally as well as overall agency wellbeing. The position will maintain strong relationships with other data experts in child welfare and behavioral health field, and provide data management-related technical assistance and recommendations.

Pathways Youth & Family Services is headquartered in Kerrville, TX with locations in Abilene, Dallas, Austin, San Antonio and Houston. Providing foster care and adoption services to over 10,000 children since 1992, Pathways' mission has become a reality. The organization has fulfilled its vision of thriving children, resilient families, and strong communities enduring for generations. True to its name, Pathways provides a path for youth and families to receive a comprehensive network of services through the following 4 vital programs: Foster Family Care, Adoption Services, Mosaic Behavioral Health and Residential Care.

Are you ready to join a team that's on a mission to change the lives of children and families? Want to be part of a movement that values compassion and empowerment?

What you will work on (essential duties not limited to the following):

IS and IT Operations

- Develop and implement an agency strategy and roadmap for organizational excellence in the management of IS and IT services that are appropriate for onsite and remote work environments.
- Ensure the organization uses appropriate and relevant processes, practices, and tools needed to execute business strategies and ensure the efficient use of IT.
- Define roles and responsibilities for the IS/IT Department.
- Develop and lead training and education efforts across the agency to ensure agency personnel understand and can comply with IS and IT plans and protocols.
- Continuously analyze IS and IT to ensure system and infrastructure performance is suitable to support business objectives and functions.
- Provide tactical direction and support to IT to ensure effective utilization of technology.
- Serve as key contact with external consultants and support providers, assist in negotiating service agreements with vendors and providers.
- Develop and implement a business continuity plan that identifies security risks and protocols to minimize disruption to business operations in the event of emergency or data loss and ensure interruptions and disruptions are resolved in a timely manner.
- Oversee security of systems, networks, and enterprise information identifying vulnerabilities and the need for upgrades.
- Identify business intelligence, reporting, and data analysis needs of the organization for the purpose of streamlining and improving the operations of the organization for efficiency and profitability.

- Develop self-auditing and compliance capabilities around IS and IT procedures and facilitate and/or assist with IS and IT security audits or investigations.
- Liaise with agency programs and departments to determine and address IS and IT needs and requirements while ensuring each department and program strategy aligns with IS and IT management goals and objectives.
- Understand and support agency program and department service delivery goals and objectives to support the continual improvement of service delivery and service quality with IS and IT processes, tools, trend analysis, and metrics.
- Build and maintain relationships with external child welfare partners, IS/IT advisors, and vendors.
- Ensure service management processes and structure of IT-related activities are appropriate to the organization's business.
- Ensure personnel reporting to IS understand the organization's service management framework.
- Implement the service management, tools and monitoring strategies, and associated business processes throughout the organization, as appropriate.
- Develop and manage departmental budget and forecast appropriately.
- May be responsible for on-call duties and response to emergencies on-site as needed.

Data Analytics

- Identify, collect, process, and analyze internal and relevant external data relating to various organizational functions and programs.
- Analyze agency and industry business requirements and processes and recommend implementation, as appropriate.
- Create comprehensible and usable information using techniques and tools such as diagrams, graphs, and reports to convey information to internal and external stakeholders.
- Understand best practices of analytical techniques, engage in organized information gathering, understand cross-functional requirements, and present findings to all levels of management and to the Board of Directors, as appropriate.
- Perform basic and complex data analyses on both quantitative and qualitative data relevant to the agency's business and business policies and practices.
- Monitor agency data quality on an ongoing basis and ensure departmental and program data is complete and accurate.
- Collaborate with IT and program staff to understand the complexities of the organization's electronic records management software systems, how they operate and ways to improve data collection, storage, management, and analysis.
- Implement solutions that support data governance, data fidelity and quality initiatives, useable dashboards, and data transformation through modeling, querying, and workflows.
- Access publicly available child welfare data from multiple sources and analyze in a manner that provides clear and understandable information to internal and external stakeholders.
- Use data to create and manage processes needed to solve business problems and create business opportunities, including the development of performance measures.

Education & Experience Requirements:

- Bachelor's degree in Computer Science or related field required. Master's degree in Computer Science or related field preferred.
- Proof of continued education, such as software certifications.
- Minimum of five years of management experience in an IS environment.
- Experience managing transformation and ongoing operations of IT and IS service management processes.
- Experience building complex data sets from multiple data sources both internally and externally.
- Experience developing business deliverable that leverage business intelligence platforms, data management platforms, or SQL-based languages (Zoho, Tableau, PowerBi, or related).
- Intermediate to advanced proficiency in SQL.
- Experience in the social services, legal field, or non-profit.

- Experience with developing KPIs or other tracking metrics of organizational success through data.
- Experience and comfort in working in various database software and web-based reporting tools.

Knowledge, Skills, & Abilities needed to succeed in this role:

- Strong leadership and project management skills.
- Strong knowledge of IS and service management of IT related activities.
- Thorough understanding of IT and IS and practical applications to support the company's goals.
- Excellent communication and interpersonal skills.
- Excellent presentation, time management, writing, and collaborating skills.
- Proficient in latest strategies and thinking related to IS and IT systems and management.
- Demonstrated experience in leading process improvement and organization change initiatives.
- Solid analytical and problem-solving skills.
- Working knowledge of statistical methodologies, data analysis techniques, data management, dashboards, modeling, querying, and workflows.
- Capacity to work with large amounts of data, extract relevant information and draw logical conclusions.
- Expert proficiency in Excel. Experience using advanced Excel functions, pivot tables, visualization methods, and macros.
- Strong SQL, database and ETL skills strongly desired including cleaning and managing data.
- Solid understanding of data sources, data organization and storage.
- Knowledge of available child welfare and behavioral health data sources.
- Motivated and goal oriented.
- High level of initiative and work well in a team environment.
- Handles stressful situations and deadline pressures well.
- Plans and carries out responsibilities with minimal direction.
- Demonstrated ability to work independently, within a team, and remotely.
- Ability to work with people from a variety of different culturally diverse backgrounds.

Physical and Mental Demands:

- With or without reasonable accommodation, the physical and mental requirements of this job may include the following: frequent seeing, hearing, speaking, and writing clearly. Use of a computer for long hours. Frequent sitting, manual dexterity. Occasional lifting and moving of up to 25 pounds, reaching with hands and arms, stooping and kneeling. Ability to analyze and interpret data and write meaningful, concise reports. Ability to meet deadlines. Ability to efficiently problem solve, professionally interact with a variety of people and remain calm in stressful situations.

Due to the nature of our work, additional requirements include:

- Proof of valid Texas Driver's License (Type C).
- Access to reliable transportation.
- Proof of valid/current auto insurance.
- Cleared motor vehicle driving record.
- Three employment references.
- Cleared criminal background check and signed statement regarding felony indictments/convictions.
- Cleared TB test results (current within 12 months prior to employment).
- Cleared pre-employment drug test.
- Working cellular telephone.

What to expect:

- Work schedule is Monday – Friday, 8:00 am – 5:00 pm with some evening or weekend hours as needed.
- Position is hybrid with ability to work remotely and in the San Antonio office.

- We focus on career development and promotion – people are at the core of everything we do. If you are looking for a career and not just a job, you're in the right place.
- Pathways is the type of company where you can balance great work with great life.
- It doesn't matter if you're just out of college or your children are; we need you for what you can do.

What's in it for you? We take care of our people.

- Salary commensurate with experience.
- Affordable health coverage for you and your family.
- Generous paid time off, flex days, and holidays.
- Employer matching retirement plan.
- Work side-by-side with other knowledgeable, dedicated, and diverse teams.
- Casual work environment.
- Amazing opportunities for career progression.
- A service you can be genuinely proud of!

We would love to hear from you. Submit your resume to be considered for this extraordinary opportunity to positively impact a child's life. Pathways is an equal opportunity employer.