

Technology Manager

ABOUT CTBUH

The Council on Tall Buildings and Urban Habitat is a nonprofit organization dedicated to smarter, more sustainable cities and a more viable future for global populations. CTBUH convenes the shapers of cities, providing the knowledge and resources that will transform cities into dense and livable centers of innovation.

WHO WE'RE LOOKING FOR

We are looking for an experienced technologist to work with senior leadership to shape our technology plan, ensuring that CTBUH systems and people work together effectively. We are seeking someone with a broad base of knowledge who can oversee and contribute to all aspects of technology projects, from ideation to implementation, and can develop budgets and manage staff and vendor resources effectively. The ideal candidate will be a strong communicator and bridge builder, who can partner with staff in other departments to achieve organizational goals.

POSITION LOCATION

CTBUH is headquartered in Chicago, Illinois, with offices in Italy and China. This position is located in Chicago. Currently, staff are working from home due to the pandemic, but we anticipate returning to the office in June.

CTBUH BENEFITS

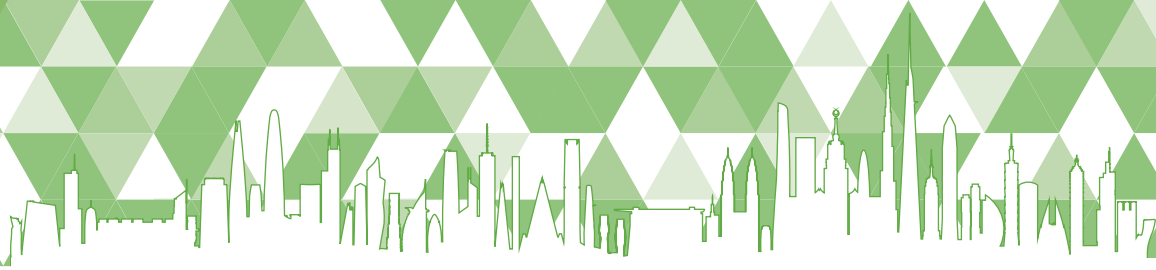
CTBUH offers a competitive total compensation package with benefits, including paid time off, choice of health, dental and vision insurance plans, and 401K matching program. CTBUH also provides staff with work/life flexibility in the following ways: CTBUH staff have a flexible start and end time to the workday, as long as core business hours of 9:30 am–4:00 p.m. are maintained and staff meet the hourly requirements for their position. Once we return to working in the office, all staff may telecommute on Fridays. Staff who are sick or need to care for a sick family member may work a half day at home if able, and take the other half as sick time.

ESSENTIAL RESPONSIBILITIES

- Partner with senior staff to create CTBUH's technological road map to improve workplace effectiveness, enhance customer experience, and mitigate technical debt. Create work plans to meet these goals.
- Manage technology projects, working with staff and outsourced support to develop requirements, scope of work, deadlines and responsibilities. Ensure timely and effective implementation of approved projects.
- Proactively assess CTBUH's technology for areas of weakness and concern; develop and implement plans to manage risk. Regularly review security settings to ensure appropriate levels of access and redundancies.
- Develop in-depth understanding of how CTBUH systems work and interact, currently including Laravel (website and skyscraper database), Fonteva (CRM), and Pardot (email marketing). Oversee integrations between systems.
- Oversee CTBUH's office IT infrastructure. Coordinate, plan, and manage technology and computer systems that CTBUH staff use to do their work.
- Cultivate a culture of technical excellence. Oversee a strong support system to address production issues and customer problems. Ensure timely resolution when problems are escalated to third parties.
- Work with COO and Director of HR/Administration to document the IT governance process and ensure that it is followed. Ensure tech operations are run in accordance with privacy laws and that third-party data processing

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agreements meet standards and are followed.

- Manage CTBUH technology vendors; ensure service-level agreements and deadlines for deliverables are met.
- Be an advocate and resource for technology among CTBUH staff. Advise C-suite on best practices and how they can be implemented at CTBUH. Develop business cases with cost/benefit analyses for IT spending. Help create a more data-driven decision-making culture.
- Develop annual budget for department and actively manage department finances to ensure projects stay within budget.
- Work collaboratively as a member of the management team; contribute to creating a positive work environment for all staff.

REQUIRED QUALIFICATIONS

- Minimum of 3 years of technology project management
- Familiarity with coding languages like PHP, SQL, and JavaScript
- Experience with managing CRM software and websites
- Experience with agile development
- Excellent project management skills, able to manage multiple priorities at once
- Experience managing coding projects
- Performance- driven and excels in a fast-paced environment
- High attention to detail
- Excellent communicator

PREFERRED QUALIFICATIONS

- Experience with Laravel and Wordpress
- Familiarity with Pardot
- Experience with Salesforce
- Expertise with PHP, SQL and JavaScript
- Building industry expertise
- Nonprofit work experience

EQUAL OPPORTUNITY EMPLOYER

We believe at CTBUH that our work benefits from the diverse perspectives of our staff and the community we serve. We encourage applicants to review our diversity statement at ctbuh.org/edi-committee-statement.

CTBUH provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HOW TO APPLY:

Qualified applicants should send cover letter and resume to: careers@ctbuh.org.