Job Description: Chief Technology Officer (CTO)

Department: Technology and Innovation
Reports To: Chief Executive Officer (CEO)
FLSA Status: Exempt
Location: Hybrid (Remote and On-site as needed)
Salary Grade: 13

Position Summary

The Chief Technology Officer (CTO) serves as a key member of the executive leadership team, responsible for the strategic direction, implementation, and oversight of all technology functions across the organization. This role ensures the delivery of reliable, secure, and innovative technology services to support Penn-Mar's mission of supporting people with intellectual and developmental disabilities (IDD) to live courageously in pursuit of their best life. The CTO will champion the Empowering Technology ("Tech First") initiative and drive digital transformation while fostering a culture of innovation and belonging.

Key Responsibilities

Strategic Planning & Leadership

- Develop and execute a comprehensive technology strategy and supporting roadmap aligned with organizational goals and the evolving needs of the IDD field.

- Collaborate with executive leadership to integrate technology into organizational planning, budgeting, and service delivery.

- Serve as a key advisor to executive leadership on emerging technologies, digital transformation, and risk mitigation.

- Monitor emerging technologies and trends in the IDD field to inform innovation and continuous improvement.

- Represent the organization in state, regional, and national forums related to technology in human services.

Technology Services & Support

- Oversee the management of traditional IT infrastructure and services including applications, data systems, security, telecommunications, and service desk operations.

- Ensure reliable, secure, and scalable systems are in place to support day-to-day operations and remote/hybrid work environments.

- Create and implement appropriate Information Technology policies, protocols and standards.

- Ensure compliance and robust data protection and cybersecurity measures, including HIPAA compliance (PHI) and data privacy (PII) across all systems and platforms.

- Direct the design, deployment, and maintenance of enterprise systems including support management, HRIS, finance, and constituent management.

- Lead vendor selection, contract negotiations, and performance management for technology-related solutions and services.

Technology First Initiatives

- Drive the adoption of assistive technologies that promote independence, safety, and community integration for individuals with IDD

- Champion the integration of enabling technologies, such as remote supports, smart home automation, and assistive devices, into service models.

- Collaborate with program leadership to identify opportunities for technology to enhance independence, safety, and quality of life for individuals supported.

- Evaluate and implement innovative solutions that promote person-centered practices and digital inclusion.

Data Governance & Analytics

- Foster a data-driven culture and improve data literacy throughout the organization.

- Promote the use of data analytics to inform decision-making, measure outcomes, and improve service delivery.

- Establish data governance policies and practices to ensure data integrity, privacy, and compliance with applicable regulations.

Team Leadership & Development

- Build and lead a high-performing technology team, fostering a culture of collaboration, innovation, and accountability.

- Promote cross-functional collaboration between technology and other business teams.

- Provide mentorship and professional development opportunities for Tech Team members.

Qualifications

Education & Experience

- Master's degree preferred / Bachelor's degree required in information systems, or in Computer Science, Business Administration, or related field.

- Minimum of 5 years in senior technology leadership, preferably in human services or nonprofit sectors.

- Demonstrated knowledge and experience with strategic planning, enterprise systems, data analytics, technology innovation, process evaluation and optimization.

Skills & Abilities

- Proven ability to lead diverse teams, manage complex projects and large budgets.

- Strong project management, change management, communication and stakeholder engagement skills.

- Strong knowledge of HIPAA compliance, cybersecurity, and technology governance.

- Understanding of the IDD service system and technology's role in enhancing service delivery.

- Excellent technical, analytical and problem-solving skills and knowledge in Information Technology

- Commitment to driving a culture of belonging, inclusion, and person-centeredness.

Preferred Attributes

- Experience implementing technology-first models in IDD or disability services.

- Passion for leveraging technology to improve lives and promote equity.

- Familiarity with regulatory frameworks and compliance in human services to include Medicaid HCBS, Maryland DDA, and Pennsylvania OVR regulations and assistive technology funding.

- Knowledge of AI (Artificial Intelligence) and if/ how to leverage appropriately.