



JOB DESCRIPTION

Director of Information Technology

EXEMPT STATUS:	SALARIED
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	MARKETING & COMMUNICATIONS
REPORTS TO:	VP OF MARKETING & COMMUNICATIONS
DIRECT REPORTS:	0+
MARKET GRADE:	20
EFFECTIVE/LAST UPDATED:	JULY 7, 2026

POSITION SUMMARY:

The Director of Information Technology serves as the Oregon Symphony's senior technology leader, responsible for developing and executing the organization's IT strategy while ensuring secure, reliable, and effective technology systems that support administrative operations, artistic production, and long-term organizational success.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Technology Strategy & Infrastructure

- Develop and maintain the organization's IT strategy and technology roadmap aligned with organizational priorities, operational needs, and budget.
- Assess technology needs and recommend improvements to infrastructure, systems, and business processes.
- Establish IT policies, standards, and lifecycle management practices.
- Oversee all IT infrastructure, including networks, cloud platforms, hardware, software, and endpoint devices.
- Lead system upgrades, migrations, and integrations while minimizing disruption to operations.

Systems Administration & End-User Support

- Provide responsive technical support to staff across all departments, serving as the primary point of contact for IT-related issues.
- Administer core systems including email, file storage, identity and access management, and collaboration tools.
- Support employee onboarding and offboarding through account administration, permissions, and equipment provisioning.
- Develop documentation and provide training to improve staff confidence and effective use of technology.

Cybersecurity, Data & AI Governance

- Lead the organization's cybersecurity program, including security awareness, incident response, disaster recovery, and data governance.

- Implement and maintain security controls and best practices to protect organizational systems, devices, and information.
- Develop organizational policies and guidance for the secure, responsible use of AI technologies and other emerging tools.
- Partner with departments to identify opportunities to leverage AI while safeguarding organizational data, privacy, and information security.

Vendor & Service Management

- Manage relationships with IT vendors, consultants, and service providers.
- Evaluate, negotiate, and oversee technology contracts and vendor performance.
- Lead the transition from outsourced IT support to a primarily in-house IT model while ensuring continuity of service.

Project Management & Organizational Support

- Lead IT projects, including system implementations, upgrades, and process improvements.
- Identify opportunities to improve organizational efficiency through technology.
- Maintain system documentation, software licensing, and technology asset inventories.
- Support audiovisual, teleconferencing, and hybrid meeting technologies as needed.

QUALIFICATIONS:

- Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent combination of education and experience).
- Minimum of 7-10 years of progressively responsible IT experience, including serving as the primary or sole IT resource in a small to mid-sized organization.
- Demonstrated experience developing and implementing IT strategy, infrastructure, cybersecurity, and governance.
- Proven ability to balance strategic leadership with hands-on technical execution.
- Strong knowledge of Windows and Mac operating systems, Microsoft 365, Google Workspace, networking, cloud technologies, and cybersecurity best practices.
- Experience managing technology vendors, contracts, and IT projects from planning through implementation.
- Demonstrated ability to troubleshoot complex technical issues, communicate technical concepts effectively to non-technical users, and build collaborative relationships across the organization.
- Highly self-directed with strong organizational, prioritization, project management, and customer service skills.
- Experience supporting audiovisual or event-based technology environments preferred.

OREGON SYMPHONY CORE COMPETENCIES:

These values reflect how we expect all employees to show up in their work, collaborate with others, and contribute to the Oregon Symphony's mission and culture.

Uncommonly Collaborative - Demonstrates openness, respect, and accountability in working with others. Seeks input, communicates clearly, brings the right people into conversations, and contributes to solutions that support collective success.

Universally Welcoming - Engages with curiosity and empathy, values diverse perspectives, adapts communication and approach as needed, and contributes to a workplace and audience experience that is accessible, inclusive, and welcoming.

Uncompromising Quality - Takes pride in craftsmanship, prepares thoroughly, follows through on commitments, and maintains high standards while exercising sound judgment and learning from feedback.

Courageously Innovative - Challenges the status quo constructively, experiments thoughtfully, learns from experience, and seeks better ways to serve the organization, its artists, and its audiences.

Cultural Accountability - Models the symphony's values through daily actions, treats others with professionalism and kindness, communicates thoughtfully, and takes ownership for personal impact on the organization and its culture.

WORK ENVIRONMENT

This position is currently following a hybrid work model with 2-3 days per week in the office. Evening and weekend availability may be required to support performances and events.

This job description outlines the primary responsibilities of the position but is not an exhaustive list. The employee may be asked to perform additional duties as necessary to support organizational goals.