



*Improving the Lives of Families through  
Child Care Services, Research, and Advocacy since 1980*

Crystal Stairs is one of the largest private non-profit child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of over 25,000 children per year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. That's why we offer several flexible work schedules and 4 weeks annual vacation after your introductory period. You'll also receive 3 personal days per year, 8 holidays, and a paid holiday break between Christmas and New Year's which serves as an extra, "mini vacation".

Our outstanding benefits include 100% employer-paid HMO health and dental plans, 80% employer-paid PPO health and dental plans, and vision and employee assistance plans. We offer employer-paid life insurance, and optional supplemental life/dependent life insurance, as well as flexible spending accounts for health care and dependent care expenses. We also offer a 403b plan for new employees, and a 401k (with employer match & profit sharing), with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our mission— to Make Crystal Stairs the Premiere Child Care and Child Development Agency in California—is not an easy one. Yet, within it you will find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

**CHIEF TECHNOLOGY OFFICER – INFORMATION TECHNOLOGY**

We are seeking a caring, dedicated Chief Technology Officer (CTO) who is committed to excellence and the mission, goals and values of Crystal Stairs. The successful candidate will have a keen desire to develop and support staff while serving the community and have impeccable character and reputation, a pleasant personality that fosters respect for others in the midst of a very busy and challenging environment. This individual must have demonstrated ability to influence people to ensure positive outcomes, and lead and develop a cohesive and effective team as a means of achieving optimal collective results. As an Executive Team member, the CTO must help to establish a highly collaborative environment and communicate in a manner that engages people while developing the necessary rapport to maintain and strengthen both internal and external partnerships. Reporting to the Chief Executive Officer, the CTO has the overall responsibility for managing the Information Systems, Facilities, Purchasing, Compliance and Quality Assurance, and Front Desk departments. This position organizes, directs, controls and oversees the strategic planning, implementation and overall operation of information systems, facilities management, purchasing systems, compliance and quality assurance and the Front Desk. The CTO will lead all technology initiatives and ensure the effective, efficient and secure operation of organizational technology, while fostering innovation in daily functions and in long term strategy.

**KEY RESPONSIBILITIES:**

1. Participate as a member of the senior management team in governance processes of the organization's architecture, telecommunications, networks, programming, media and desktops, and other operational support systems.

2. Lead strategic technological and operational support planning to achieve business goals by prioritizing initiatives and coordinating the evaluation, deployment, and management of current and future technologies and support systems.
3. Develop and communicate business/technology/operations support alignment plans to executive team, staff, partners, customers and stakeholders.
4. Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
5. Assess and communicate risks associated with technology-related investments and purchases.
6. Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale.
7. Define and communicate corporate procedures, policies and standards for the organization for acquiring, implementing and operating new network systems, equipment, software and other technologies and systems.
8. Approve, prioritize and control projects and the project portfolio as they relate to the selection, acquisition, development and installation of major information and operations support systems.
9. Develop, track and control the technical and support services annual operating and capital budgets for purchasing, staffing and operations.
10. Ensure continuous delivery of technical and support services through oversight of service levels with end users and monitoring of systems, programs, and equipment performance.
11. Develop policies and procedures to ensure departmental effectiveness and compliance with applicable laws and agency policies.
12. Oversee development of long-range plans with regards to space planning, designs, technological and other capital layout requirements to ensure that resources are aligned to assist the agency in meeting its strategic business objectives.

#### **LEADERSHIP RESPONSIBILITIES:**

1. Communicate and educate employees on CSI culture and lead by example.
2. Provide direction, leadership and coaching to staff members by conducting periodic staff meeting and frequent check-ins.
3. Provide opportunities for employees that develop their competencies. Provide career counseling and advice, while empowering employees to develop themselves.
4. Provide feedback on performance, take prompt corrective action when necessary and conduct Performance Evaluation Process (P.E.P.'s) in timely manner.
5. Track and monitor attendance of employees including timely submission of e-time.
6. Select and hire well-qualified, talented staff that reflects labor market diversity.
7. Allocate and request resources that match production needs and adjust as necessary to support unit's budget and CSI goals/mission.
8. Build strong teams that are technically competent and characterized by a high level of coordination and trust.

#### **EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:**

- Bachelor's Degree in computer sciences or technical area preferred; extensive technical and supervisory experience may be substituted for degree. Project Management certification preferred.
- Seven years experience managing and/or directing technological and support operations.
- Ten years experience working in the information technology industry with experience in strategic technology planning, execution and policy development.
- Must have seven years verifiable experience as a manager of technical and non-technical teams.
- Requires extensive experience in all facets of project planning, implementation, and evaluation in a team-centered work environment.

- Extensive experience in Windows network administration.
- Strong strategic focus and leadership skills, with exposure to different business and/or management models.
- Must have ability to drive and motivate organizations, with ability to communicate complex technical issues to technical and non-technical staff in presentations and in writing.
- Must be a strategic thinker with excellent written, verbal communication and presentation skills.
- Must have strong multi-tasking and organizational skills.
- Strong collaborative skills and ability to influence leaders and people movers.
- Ability to facilitate and maintain communication with diverse staffs and communities.
- Ability to be flexible and adapt to change.
- Ability to analyze complex situations and develop creative, effective, efficient solutions.
- Provides expert counsel and exercises sound judgment in handling various complex contracts, regulations and compliance issues.
- Interactions across all levels within the agency, as well as other organizations.
- Works closely with executive management team as a partner to ensure the overall success of the organization.
- Has considerable discretion and independence in determining priorities.
- Must have excellent leadership and human relations abilities with ability to plan, organize, coordinate, and direct projects.

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.