

Director, Technology & Digital Strategy

About the Alliance:

The American Alliance of Museums (AAM) supports all museums across the United States, including aquariums, zoos, historic sites, parks, and gardens. Serving over 30,000 members including museums, museum professionals, and companies that support the sector, the Alliance is the largest national museum organization in the U.S. The Alliance serves its membership and the museum community through four pillar programs: Learning, Building and Connecting our Community, Advocacy, and Practice Management. Maintaining an annual operating budget of \$11M with 40 staff members, we are a 501(c)3 nonprofit, operating as a hybrid organization headquartered in Arlington, VA, and an equal opportunity employer.

The Opportunity:

The Director of Technology is a strategic leadership role responsible for executing a technology strategy that aligns with AAM's mission and business goals and accelerates digital innovation within the organization. This position will work closely and collaboratively with AAM's leadership team, individual departments, and external vendors, including a Managed Service Provider, to ensure IT services support the organization's objectives and deliver high-quality, secure, and efficient technology solutions. The Director of Technology will lead all aspects of the association's technology operations, including network infrastructure, data security, hardware/software management, and technical support. This position will play an integral role in transforming AAM's technology solutions to enhance member satisfaction, earned revenue, and staff capacity. The ideal candidate is a hands-on leader with a strong background in IT management and an entrepreneurial spirit for digital innovation.

Reports To: Associate Vice President, Marketing & Digital Experience

Team Size: 3

Direct Reports: This position has two direct reports, the Senior Web Developer and IT & Digital Media Specialist

Your Role in Action:

Technology Leadership and Strategy

- Lead a team of staff and contracted resources, and define how systems are designed and maintained to most effectively support the strategic goals of the organization.
- Oversee the administration and optimization of the organization's network, server, and Microsoft 365 environment, including email, file storage, collaboration tools, and identity/access management. Ensure systems are configured for security, scalability, and efficient team collaboration.
- Support the organization's Aptify Association Management Software and associated data needs; web, mobile and web publishing platforms; e-commerce, registration and other transactional needs.

- Steward and aid the staff in strategic use of data to the benefit of the organization as AAM strives to be more data-driven and relies ever more heavily on data about its members, member museums, and prospects.
- Collaborate with senior leadership and departments to align IT strategy with the organization’s mission and goals and accelerate digital innovation to optimize the efficiency of our products, services, and processes.
- Oversee the development and implementation of scalable, resilient, reliable, and secure systems, hardware, software solutions, and infrastructure.
- Establish goals and KPIs to measure the progress of key technology projects.
- Communicate the status of the organization’s technology strategy, goals, and key initiatives with the appropriate level of detail for key audiences: board (5%), senior leadership (65%), and staff (30%).
- Stay current with technology trends and advancements and research new and emerging technologies that will aid the organization in efficiently meeting its business goals.

Budget & Vendor Oversight

- Supervise and execute IT budget planning, management, tracking, as well capital resource planning and IT resource investment to maximize return on investment.
- Oversee the evaluation and selection of technology partners and platforms.
- Negotiate vendor contracts, when necessary, always advocating constituent and organizational needs.

IT Governance:

- Implement and maintain IT governance policies, procedures, and best practices that ensure the appropriate use and security of the organization’s IT infrastructure and data.
- Establish and enforce cybersecurity policies and procedures for access control and identity management and to protect sensitive data and ensure compliance with privacy regulations.
- Regularly perform risk assessments and vulnerability audits; implement measures to mitigate identified risks.
- Manage data backup and disaster recovery plans.

High Priority Projects

<p>Start: Immediately Project length: 18 months</p>	<p>Managing the technology transition of AAM’s accreditation program from being hosted in the organization’s association management system to a dedicated accreditation management system.</p>
<p>Start: Within 60 days Project length: 12 months</p>	<p>Audit the organization’s vendors and tech stack with the goal of identifying redundant tools and software, simplifying the organization’s tech stack, and finding opportunities for cost savings or enhanced support.</p>
<p>Start: 6 months Project length: 2 years</p>	<p>Transition AMS from on-prem to SaaS, manage software upgrades, and work with the AMS developer team to automate internal processes and enhance user experience.</p>

<p>Start: 3 months Project length: Ongoing</p>	<p>Identify opportunities to use technology to enhance AAM’s membership value proposition and increase staff capacity (mobile apps, chatbots, AI assistants, data management, etc.).</p>
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Required Qualifications:

- Mission-driven individual in progressive IT leadership roles, with experience in an organization of a similar size (nonprofit association, hybrid organization with 40 staff in and out of the office, \$11M budget).
- Bachelor’s degree in Computer Science, Information Technology, or a related field; or equivalent experience.
- Proven experience managing and optimizing a Microsoft 365 environment, including administration of Exchange Online, SharePoint, Teams, OneDrive, and Azure Active Directory. Demonstrated ability to implement best practices in security, compliance, collaboration, and user support within the Microsoft 365 ecosystem.
- Proven ability to manage budgets and negotiate contracts with vendors.
- Proven experience in overseeing and managing relationships with Managed Service Providers (MSPs) and other technology partners.
- Experience developing and maintaining IT policies, procedures, and documentation, as well as leading security audits, insurance compliance efforts, disaster recovery planning and implementing cybersecurity protocols and data protection measures.
- Proven experience leading system integration efforts, including APIs and database technologies.
- Understanding of microservices architecture and RESTful APIs, with experience overseeing the integration of scalable, modular systems and ensuring secure, efficient communication between distributed services.
- Strong interpersonal and communication skills and the ability to explain complex technical concepts to non-technical stakeholders, multi-task effectively, work collaboratively, and build strong relationships with colleagues.
- Self-motivated, accepts guidance, and responds well to feedback.
- Strong leadership and team management skills.

Preferred Qualifications:

- Familiarity with Association Management Systems, and experience auditing and transitioning critical business and technology systems (such as CRMs, AMSs, etc.).
- Understanding of workflow architecture, UX/UI best practices, and digital/technology accessibility best practices.
- Experience transitioning systems from on-prem to SaaS.
- Certifications to demonstrate accomplishment such as: Microsoft Certified (Azure Administrator Associate), Microsoft 365 Certified (Enterprise Administrator Expert), CompTIA Security+ or equivalent cybersecurity certification, AWS Certified SysOps Administrator – Associate, Project Management Certification (e.g., PMP or Certified ScrumMaster), ITIL® Foundation or ITIL 4 Certification.

Physical Demands:

Physical requirements include prolonged sitting and computer usage.

Salary: Starting at \$115,000

Interested Candidates should submit a resume and cover letter detailing your technology and digital strategy experience and interest in supporting the museum field through the American Alliance of Museums' mission to hr@aam-us.org with the subject line: Director of Technology & Digital Strategy

Please submit all resumes and cover letters by May 2, 2025.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. AAM values a diverse and inclusive workplace, so if you are excited about this role but your experience doesn't align perfectly with all of the qualifications, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.