



Emerald Communities is a mission-focused, not-for-profit organization that provides leadership for its affiliate organizations to create and enhance lifestyle opportunities for Seniors. Our Continuing Care Retirement Communities (CCRCs) include Emerald Heights in Redmond, WA, and Heron's Key in Gig Harbor, WA. These communities are home to over 750 residents who experience exceptional environments and care where community members thrive. We are continuing our plans to expand our existing communities and pursue other growth opportunities.

We are excited to be adding a **Corporate Director of IT** to our leadership team here at Emerald Communities. This role will report directly to the Chief Financial Officer. In this role, you will oversee the Technology direction and IT operations for our organization and affiliates.

This new leader will have the opportunity to craft and execute multi-year technology roadmaps and strategies that align with both company-specific and departmental needs, whilst also addressing the immediate operational needs of IT systems and services. We are seeking a thought leader in the IT space, with a growth mindset and a commitment to staying current with industry best practices and standards. You will have the ability to build and foster strong working relationships across departments, influence change, challenge the status quo, and share best practices for strategic and organization-wide impact.

Pay: \$165,000.00 - \$195,000.00

In addition, you will be eligible for a bonus based on performance.

Primary Responsibilities:

- Drive and leverage effective partnerships with all departments to ensure business goals are understood and IT priorities are aligned to support those goals.
- Translate business strategic goals and needs into cost-effective IT solutions.
- Partner with a Managed Services Provider (MSP) to significantly enhance the organization's operational efficiency and technological capabilities.
- Identify, evaluate and integrate IT solutions that solve current and future business needs.
- Effectively execute and implement IT projects for the organization.
- Foster a culture of continuous improvement that empowers every team member to seek out enhancements in IT services and business operations.
- Focus on streamlining processes for greater efficiency, and effectiveness whilst ensuring the highest quality of service.
- Proactively identify and address IT security, compliance, and business risk.



- Drive strategies, policies, and security solutions to minimize, mitigate, or eliminate risk, thereby safeguarding the company's welfare and success.
- Establish and maintain annual and multi-year financial IT budgets for IT assets, services, projects, and operations.
- Maintain a comprehensive, multi-year hardware and software maintenance/upgrade plan for all technology assets.
- Incorporate technology roadmaps and spending into the planning process to ensure technology assets are current and perform at expected levels.
- Lead a hybrid IT department of technical staff, MSP resources, and vendor partnerships to deliver comprehensive IT services and solutions to the business.
- Oversee the selection and performance of IT staff and contract resources.
- Evaluate performance of staff and initiate disciplinary action regarding employee issues as needed.

You Bring to Us:

- Bachelor's degree in Computer Science, Systems Engineering, Information Systems, Business administration, or related field required. A Master's degree is preferred.
- 15+ years of applicable management experience in an IT environment.
- 8+ years in a leadership role. Experience leading a hybrid IT Department is highly desirable.
- Experience with Cloud Computing, IaaS, and other forms of service-based computing models.
- Experience managing IT Systems in a residential care or healthcare environment is highly desirable.
- Proven experience in strategic planning, execution, budgeting, forecasting, and resource allocation.
- Experience aligning IT and Business Strategies and presenting business cases as needed.
- Ability to proactively identify trends in IT and business applications and integrate into strategic plans and roadmaps.
- Exceptional communication and facilitation skills. Ability to clearly articulate ideas and explain IT concepts and solutions to colleagues at all levels in the organization.
- Results-oriented with the capability to effectively manage problems and competing priorities.
- Demonstrated strength in contract negotiations, vendor management, and capacity planning.
- Experience integrating Managed Service Partner (MSP) resources and services to build a comprehensive IT Department.
- Practiced in compliance and information security, including HIPAA.



- Proven experience and success leading and managing teams through the definition, selection, implementation, and operation of Enterprise Resource Planning, Contact Relationship Management, Project Portfolio Management, Electronic Medical Records, or similar enterprise data system technologies.
- Deep working knowledge of IT operations, infrastructure, systems, KPI metrics, requirements, and development.
- Proven ability to consistently and collaboratively analyze and resolve issues, mitigate roadblocks, and meet financial and management targets.
- Excellent team management, coaching, and mentoring skills. Skilled in performance management and driving a culture of continuous learning and development.

We Offer:

100% employer-paid medical, dental, vision, life & AD&D and long-term disability. In addition, we offer a Flexible Spending account for medical and childcare reimbursements. Eligibility begins the first of the month following 30 days of employment. Employees are able to enroll in our company's 403(B) plan immediately. We match 50 cents for every dollar saved up to 10% of your annual salary. Matching begins the first of the quarter following 1 year of employment. All Emerald Communities employees must pass a criminal background check and other pre-employment requirements.

We are an E-Verify employer.

Emerald Communities is an equal opportunity employer.

Should you be interested, please reach out to Denisa Feddersen with your resume.

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