

Job Description

Director of IT & Cybersecurity

Job Title	Director of Information Technology & Cybersecurity
Department	Information Technology
Reports To	Chief Executive Officer
FLSA Status	Exempt
Schedule	Full-time, Primarily In-Office
Salary Range	\$90,000–\$105,000, commensurate with experience

About the Role

The Director of Information Technology & Cybersecurity is a senior leadership position responsible for both the strategic transformation and day-to-day operations of AUW's technology environment. Reporting to the CEO, the Director serves as AUW's primary technology leader — partnering with senior leadership to develop and execute a technology roadmap aligned with AUW's strategic plan, while ensuring reliable, secure, and efficient IT operations for a mission-driven team.

This is a hands-on leadership role for someone who can think strategically about systems integration and digital transformation while managing the practical realities of a small IT department. The Director will play a central role in AUW's goal to audit, optimize, and integrate organizational systems and will build the IT infrastructure needed to support AUW's growing service delivery footprint. Information security is a core dimension of this role.

Strategic Priorities

The Director will lead the following priority initiatives:

- Lead a comprehensive audit of all major organizational systems, including mapping cross-departmental workflows to identify integration opportunities and recommend solutions that improve efficiency and reduce redundancy
- Improve data infrastructure to support program delivery, internal reporting, and organizational decision-making
- Design and implement scalable IT support infrastructure to accommodate AUW's planned service delivery growth
- Maintain a strong AUW cybersecurity foundation for constituent data, reducing organizational risk, and meeting compliance obligations that enable continued service delivery.

Key Responsibilities

Technology Strategy & Transformation

- Partner with the CEO and senior leadership to develop and maintain a multi-year technology roadmap aligned with AUW's strategic plan
- Lead the organization-wide systems audit, mapping cross-departmental workflows and evaluating platforms against current and future needs
- Identify integrated IT solutions that can consolidate and streamline AUW's technology stack
- Translate technical considerations into business terms; present options and tradeoffs clearly to non-technical leadership and the Board as needed

Systems, Data & Applications

- Deliver enterprise-grade administration across AUW's full technology platform portfolio — including Microsoft 365, Salesforce, CRM, telephony, and IT management systems — ensuring reliability, security, and alignment to organizational needs.
- Collaborate to establish data architecture to support public dashboards, quarterly community needs reporting, and external data-sharing agreements
- Manage Salesforce data synchronization and integrations
- Provide data reporting and analysis support to internal departments; maintain deep knowledge of available data to inform donor, program, and operational strategies
- Oversee web platform maintenance and content updates in partnership with communications staff

Cybersecurity & Information Security

- Serve as AUW's definitive security authority — accountable for the full lifecycle of the organization's information security program, from policy development and framework alignment to enforcement and continuous improvement.
- Ensure IT security practices protect organizational, financial, and constituent data and meet applicable compliance and contractual requirements
- Manage endpoint security, identity and access management (IAM/Entra ID), and multi-factor authentication (MFA) across the organization]
- Administer firewall, and network infrastructure; manage network security, perimeter defense, and traffic policy enforcement
- Manage all Microsoft 365 security controls
- Administer Web application platform security
- Monitor security alerts and lead incident response including containment, investigation, and post-incident documentation, manage Incident playbooks
- Conduct or oversee periodic vulnerability assessments and risk reviews; report findings and remediation status to leadership on a regular cadence
- Deliver staff security awareness training, including phishing simulations
- Coordinate with Finance on security controls for banking and payment systems; support cyber insurance coordination as applicable

Infrastructure & IT Operations

- Administer and maintain network infrastructure including LAN/WAN, DNS, DHCP, and VPN, ensuring reliable and secure connectivity for all staff
- Manage RMM platform for remote monitoring, automated patch management, and endpoint remediation
- Oversee endpoint lifecycle management across Windows and Mac environments (provisioning, updates, troubleshooting)

- Ensure business continuity through system backup, redundancy, and disaster recovery procedures
- Support IT operations for distributed staff as AUW grows its service delivery footprint; currently includes managed IT services for a neighbor island United Way affiliate through year-end 2025, with scope to be redefined thereafter
- Serve as escalation point for helpdesk support; provides hands-on technical assistance as needed in a small team environment

Team, Budget & Vendor Management

- Directly supervise, coach, and develop IT department staff
- Establish clear goals and performance expectations; provide regular, constructive feedback and support professional growth
- Develop and manage the IT department budget and resource/capacity plan
- Serve as primary contract manager and technical point of contact for all IT vendors and service providers; negotiate contracts and manage renewals
- Evaluate and recommend hardware, software, and service upgrades that optimize cost and performance
- Maintain and update IT policies and procedures; ensure staff compliance
- Participate in leadership and all-staff meetings; keep senior leadership proactively informed of IT risks, opportunities, and progress against strategic goals

Qualifications

Required

- Bachelor's degree in Information Technology, Computer Science, or a related field — or equivalent professional experience
- Minimum 10 years of progressive IT experience, including at least 5 years in a supervisory or team leadership role
- Demonstrated experience managing enterprise systems in a multi-platform environment (Microsoft 365, cloud-based SaaS applications, CRM/database systems)
- Experience managing cybersecurity operations including endpoint protection, identity and access management, and incident response
- Experience managing IT projects from planning through full implementation, including vendor selection and contract management
- Ability to think strategically about technology while remaining hands-on in a small team environment
- Strong communication skills — able to translate complex technical concepts for non-technical stakeholders and engage credibly at the leadership level

Other Requirements:

- Must be authorized to work in the United States
- Must pass a background and drug test, as well as reference checks
- Must be located on O'ahu, Hawai'i or have confirmed plans to relocate at applicant's own cost

Preferred

- Experience with CRM platforms, including Salesforce
- Familiarity with Call Center Operations or social services information and referral platforms

- Experience in a nonprofit or mission-driven organization
- Experience with security requirements for grant-funded or financially regulated environments
- Relevant certifications: CompTIA Security+, CompTIA Network+, ITIL V4,
- Experience supporting multi-site or distributed IT operations

Working Conditions

Work Environment

Full-time, primarily in-office position based at AUW's Honolulu office, Monday through Friday. Occasional early morning, evening, or weekend hours may be required to support system maintenance, incident response, or organizational events.

Physical Requirements

Must be able to perform the essential functions of this role with or without reasonable accommodation. Requires ability to sit for extended periods at a computer and occasionally lift and carry up to 20 pounds.

Communication

Frequent verbal and written communication with internal teams, senior leadership, vendors, and external partners.

Supervisory Responsibilities

Directly supervises IT staff. Responsible for establishing goals, providing ongoing performance feedback, supporting professional development, and managing performance in accordance with AUW policies and procedures.

This job description is not intended to cover all tasks, duties, or responsibilities the employee may be required to perform. Duties and responsibilities may change at any time with or without notice.