# Director, Information Technology

Location: **Remote US or EU / or Amsterdam (NL) office**
Eligibility to work in the United States or European Union is required for this position.
Release date: July 2023

The Cradle to Cradle Products Innovation Institute is looking for an exceptional individual to join our highly dedicated and talented team to help advance the Institute's global work to power innovation for the circular economy through products that have a positive impact on people and planet.

Through the Cradle to Cradle Certified Products Program, the Institute sets the global standard for products that are safe, circular and responsibly made. The Institute works closely with leading companies and stakeholders worldwide to guide and validate their efforts to apply the principles of material health, circular economy, climate protection, water and soil stewardship, and social fairness to product design and manufacturing.

The Director ensures the best use of technology to support the goals and mission of the Cradle to Cradle Products Innovation Institute (C2CPII). The Director is responsible for development, integration, operation, and oversight of the technology ecosystem of the Cradle to Cradle Certification Program and the Institute, making sure that technology tools are being used effectively and in a coordinated manner. The Director leads the Institute's IT strategy and oversees the design, implementation and maintenance of IT infrastructure and systems.

## Key Responsibilities

### Technology Product Management

- Develop and implement roadmap of key technology projects, including a new
  *Assessment builder platform* for management of certification application and data
  collection processes and Material Health Database tool
- Support Director of Marketing in maintaining and updating the newly updated C2CPII
  website
- Support development of C2CPII knowledgebase, intranet and/or learning platform
- Development and management of C2CPII Certified Project Registry APIs
- Manage data partnerships and export of product data for retail sustainable shopping
  platforms and other external product directories
- Develop internal and external reporting dashboards to communicate program and
  organizational performance, impact, and trends.
- Develop internal business intelligence capabilities to provide monthly reporting in
  alignment with key business metrics.
- Administer and configure Salesforce for management of certification process,
  certification holder relationship management and business development
- Administration and development of c2ccertified.org website feature updates and bug
  fixes.  Work with staff to identify priority features, manage contractors for site
  development, and resolve technical issues.  Update site HTML templates, PHP add-ons,
  javascript, and CSS files for new features and to resolve user issues

### Information Technology

Administration and support for internal systems and applications
- Identify and implement information technologies and systems to improve business
  processes staying on top of new technology development
- Manage IT related vendors and services, and work with staff to coordinate the use of
  vendors and technology systems
- Provision and setup computers for staff and onboarding training for C2CPII IT
- Order new devices, maintain device inventory, and manage disposition of devices

- Provide Help Desk and troubleshooting support for staff for work laptops and applications
- Manage software licenses and subscriptions to C2CPII technology and manage login access for users to C2CPII software, including Okta, Mosyle, Microsoft Office 365, Google, Salesforce, Zoom, Expensify, Slack.
- Manage corporate email signatures provisioning
- Review and maintain system security and respond to security threats.
- Ensure IT and data compliance with relevant regulations and standards.
- Configure and maintain IT policies associated with software and devices.
- Monitor and maintain automated processes, including outbound notifications, scheduled data syncs and record creation.
- Administer Google Workspaces to provision and manage email accounts, calendaring, and email groups.
- Administer data retention and backup.
- Ensure deliverability of email and email marketing by managing DNS policies and monitoring DMARC reports.
- Manage C2CPII remote servers and ensure website performance and availability.
- Manage and oversee of Cloudflare for website caching, DNS, and firewall
- Train staff on effective use of organization technology and system processes.
- Identify and evaluate new software products and services to meet organizational needs.
- Assess opportunities for integration of technology products where possible, and develop integrations between technologies.
- Maintain data integrations, including:  Salesforce and Cazoomi and Mailchimp; Salesforce and Xero; Xero and Expensify; Eventbrite and Salesforce

## Requirements

- Bachelor's degree in Computer Information Systems, Computer Science or related field and/or demonstration of required knowledge through courses and/or certifications
- At least 8+ years of relevant work experience

- Strong knowledge of:  Salesforce, Xero, Cazoomi, Okta, Moysle, Mailchimp; HTML templates, PHP add-ons, javascript, CSS files; Microsoft Office (Word, Excel, PowerPoint) and Google Apps (Drive, Docs, Sheets, Gmail), Expensify, Slack; and website management and development
- Is fluent in English
- Strong quantitative analysis and writing skills
- Ability to manage multiple tactical projects while advancing cohesive overarching strategy
- Ability to work rapidly, yet strategically, within tight deadlines.
- Proven ability to work both independently and collaboratively in a dynamic team environment.
- Is results-oriented and decisive
- Works carefully and accurately and knows how to set priorities
- Strong attention for detail
- Strong work ethic and positive approach to work, team, and alliances.

## Why work with us

- Be part of a renowned organization at the leading edge of standard-setting and innovation for the circular economy.
- Thrive in an organizational culture that values collaboration, diversity & inclusion, excellence, integrity and innovation.
- Take part in impactful work designed to connect the dots between the vision of a global prosperous circular economy and practical, real-world application.
- Engage with global leaders to address systemic challenges to responsible production and consumption at the product, business and industry level.
- Interact with leading businesses, governments, industry associations, NGOs and academia within the sustainability movement.
- Work with talented, highly motivated, mission-driven colleagues in an international setting.
- Be challenged to think beyond traditional approaches and apply holistic pathways to sustainability and industry transformation.
- Shape a positive future for product design and manufacturing, and make a positive impact for society at large.

**To apply for this role, please submit a current resume and a short cover letter in English to [careers@c2ccertified.org](mailto:careers@c2ccertified.org)  Subject:  Director, Information Technology**

**Application Deadline: Open until filled.**

*The Cradle to Cradle Products Innovation Institute is an equal opportunity employer.*