

**METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS**  
**IMMEDIATE JOB OPPORTUNITY**  
**DIRECTOR, INFORMATION TECHNOLOGY AND FACILITIES MANAGEMENT**  
**STARTING SALARY RANGE: \$120,274 - \$170,428**

**ABOUT COG**

For more than 50 years, the Metropolitan Washington Council of Governments, known as COG, has helped develop regional solutions to such issues as the environment, affordable housing, growth and development, public health, child welfare, public safety, homeland security, and transportation. Founded in 1957, COG is an independent, 501c3 nonprofit association comprised of elected officials from 23 local governments, members of the Maryland and Virginia state legislatures, and members of the U.S. Congress. COG's Region Forward vision is a commitment by COG and its member governments, who together seek to create a more accessible, sustainable, prosperous, and livable National Capital Region. COG's mission is to make Region Forward a reality by being a discussion forum, expert technical and policy resource, issue advocate, and catalyst for action. COG is supported by financial contributions from its participating local governments, federal and state grants and contracts, fee-for-service contributions, and donations from foundations and the private sector. COG's annual budget for FY2017 is approximately \$45.6 million; the Information Technology and Facilities Management budget is approximately \$1.2 million.

**SUMMARY**

This is a management position with the responsibility for planning and overseeing the operations of COG's information technology systems and physical office environment. The position encompasses the roles and responsibilities of a senior manager for both disciplines. Manages information technology systems, networks, and computer operations. Work is performed under the general supervision of the Executive Director.

Responsible for the formulation of policy recommendations and establishment and maintenance of information technology standards, as well as the planning, programming, acquisition, installation and support of information technology systems, telephony, wired network, and wireless network installations.

Responsible for the formulation of office facility and building operation policies. Ensure industry best practices for office and facility management are met.

The work is performed under broadly defined missions and functions and general administrative direction with little technical guidance. The employee exercises full and final accountability on all matters associated with completing work assignments including determining work to be performed and the methods used. The complexity of the work is reflected in the need for planning, directing, and integrating a broad range of information and telecommunication and information services.

**EXAMPLES OF INFORMATION TECHNOLOGY WORK**

- Oversee the operations of COG's central technology systems and provides technical advice and expertise necessary to efficiently run, generate, and maintain all systems software, assess computer hardware and software requirements. Supervise network control activities and broad range of information technology services.
- Formulates policy recommendations and establishes and maintains information technology systems and telecommunication standards.
- Plans, acquires and programs the installation and support of information technology systems, and local area networks and their interconnection.

- Develops, manages, maintains and evaluates current state-of-the-art computer hardware, software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems.
- Determines potential and actual performance bottlenecks and proposes recommendations for their elimination.
- Makes policy recommendations appropriate to secure and protect information technology systems and networks.
- Makes recommendations regarding system improvements that will result in optimal hardware and software use. Keeps abreast of new technologies.
- Lead cross functional teams to implement projects in support of both internal operations and external member engagement.
- Performs other duties as assigned.

#### **EXAMPLES OF FACILITIES WORK**

- Oversee the operation of COG's office space and meeting room space. Ensure that COG's office presents a professional image to staff and guests.
- Develop facility policies to include office operations, office security, and continuity of operations.
- Engage building management to address needs of COG's office space.
- Represent COG's ownership and tenant interest on building operations committee.
- Interpret building plans and policies and determine impact to COG operations.

#### **SUPERVISORY RESPONSIBILITIES**

Manages and supervises a team of technical staff which includes regular supervisory, technical and professional employees in the Information Technology and Facilities department. Is responsible for the overall directions, coordination and evaluation of this unit. Also, directly oversees the work of contract and temporary personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing; hiring, training employees, planning, assigning, and directing work; appraising performance rewarding and disciplining employees; addressing complaints and resolving problems.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable in individuals with disabilities to perform the essential functions.

- Comprehensive knowledge and experience with the design and use of information technology systems, financial management, and other administrative applications.
- Demonstrated success in implementation of cloud service providers, specifically in areas of security, email, telephony, and line of business applications.

- Ability to work with non-technical staff to design technology-based solutions that improve business processes.
- Extensive knowledge and experience with a wide variety of computer equipment, local and area-wide networks, telecommunications and office automation activities.
- Excellent knowledge of project budgeting, cost accounting, and contracting procedures.
- Demonstrated good judgment, oral and verbal communication skills, resourcefulness, and initiative.
- Prior experience with Abila netFORUM Enterprise or similar association management software (AMS) platform.
- Experience with planning and design of office and meeting space.
- Working knowledge of building engineering and management systems.

## **EDUCATION AND EXPERIENCE**

Must have extensive (10+) experience in information technology, telecommunications, or related field with at least 5 years in a managerial or supervisory capacity which include responsibility for project, fund and budget administration, program planning, implementation and administration. Experience must include senior management experience in a technical environment. Master's degree in information technology, computer science, business administration, or related areas. An equivalent combination of education and experience may be substituted for a Master's degree.

Project Management Professional (PMP) certification is highly preferred. Will be required to take this certification.

Experience in the non-profit or membership association sector highly preferred.

Experience with oversight and management of facilities preferred.

Must have a strong customer service orientation and demonstrated ability to assess and evaluate needs while managing multiple tasks in a fast-paced environment. Must have supervisory experience and be able to work well with others at all levels. Must be able to prioritize requirement and responsibilities in an efficient and timely manner. Must have expert knowledge of information technology best practices.

## **GENERAL EXPERIENCE**

Must have extensive hands-on experience in the following disciplines: strategic planning, requirements analysis, stakeholder management, and human resources development.

## **COMPUTER KNOWLEDGE AND SKILLS**

Must have excellent working knowledge of the principles of information technology system design and experience with some of the following: Microsoft Windows, Microsoft Office 365, local area networks, TCP/IP, office computing systems, financial management software, customer relationship management, association management software, GIS, various business software and leading edge technology applications.

## **COMMUNICATION SKILLS**

Ability to read, analyze, interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or board of directors.

*How to Apply*

Applications should be made electronically. Please visit for more information and to submit your application/resume, cover letter, and salary requirement

**C/O Farai Nzuwah  
HR Analyst/Recruiter**  
Metropolitan Washington Council of Governments  
777 North Capitol Street, NE  
Suite 300  
Washington, DC 20002

Fax: 202-962-3715 or  
Email to: [resumes@mwcog.org](mailto:resumes@mwcog.org)

**EEO EMPLOYER  
Women and Minorities are  
Highly Encouraged to Apply**