



Director of Technology and Business Intelligence

Summary:

The Director of Technology and Business Intelligence is responsible for overseeing the development, management and execution of all information technology, research, and data analysis efforts on behalf of Visit Baltimore. This includes driving new information system technologies through business functions and processes to increase workflow and productivity and delivering destination and industry research information internally and externally. The Director of Technology and Business Intelligence reports to the Chief Financial Officer and has two direct reports.

Essential Duties and Responsibilities:

Information Technology

- Oversee the overall administration of the organization's Information Technology functions at the main office and the Baltimore Visitor Center;
- Supervise and serve as back-up support for the Manager of Information Systems and Technology;
- Develop annual technology goals and plans for goal accomplishment;
- Develop and manage technology budget and monitor related expenditures;
- Prepare and maintain a Technology Crisis Recovery Plan for the organization;
- Oversee projects for changes to network design/infrastructure (hardware/ software) by coordinating with third party consultants or support as needed;
- Maintain knowledge on current technology through training, user groups, research, etc.

Research

- Oversee organizational use of the Symphony analytics platform as a tool for insight and assessment for decisions around marketing and budget;
- Provide statistical information in a concise and easy to understand format. Provide various interpretations of the data to the public, the Board of Directors, local government, members, business community, and stakeholders as needed;
- Manage all research projects including drafting RFP's, recommending vendors, management of project and contact with vendors, and final review and distribution of research results;
- Manage the departmental budget and maintain relationships with research subscription providers;
- Develop and maintain business relationships with key research professionals in the field.

Database

- Develop custom reports based on internal database resources for use by internal and external stakeholders;

- Supervise and serve as backup support for the CRM Administrator;
- Oversee the Tentative – Definite process, and conduct annual database audits on convention sales activities to ensure accuracy;
- Advise departments on functionality of databases. Implement and document procedural changes as necessary.

Other

- Collaborate with other departments to provide training and efficiencies within technology operations;
- Attend inter-department meetings and provide database analysis, research and reporting as requested;
- Comply with Company policies and procedures and enforce those policies and procedures with members of the department; and
- Any other duties assigned by the Chief Financial Officer.

Qualification Requirements:

Bachelor's degree in computer science, economics, or similar field with 5+ years' related experience managing Information Technology and Business Intelligence operations. Hospitality industry experience strongly preferred.

Previous supervisory experience required.

Experience in all Windows environments, Office 365, and Virtualization (including mobile environments). Knowledgeable in Mac Operating systems. Experience with VOIP and/or hosted phone systems and internet bandwidth monitoring and adjustment. Experience with cloud-based servers.

Requires advanced knowledge of all Microsoft Office applications, as well as knowledge of spreadsheet and relational database programs and reporting functions. Simpleview CRM experience required. Knowledge of Crystal reports preferred.

Experience managing large data sets, processing support and data requests.

Ability to successfully prioritize and manage multiple projects in a fast-paced environment.

Demonstrated problem solving skills, with ability to think creatively to implement effective solutions.

Exceptional organizational, presentation, and written and verbal communications skills.

Experience in developing and managing department budgets. Experience with the RFP process.

Ability to cultivate effective working relationships within the organization and with external vendors.

Interested candidates should forward their cover letter, resume and salary requirements to resumes@baltimore.org. NO PHONE CALLS PLEASE. Visit Baltimore is an Equal Opportunity Employer.