



Title: Technology & Operations Manager

Reports to: Chief Financial Officer

Direct Reports: Database Coordinator

Location: Remote

Status: Exempt, full-time.

Salary: \$80,000 - \$95,000

To apply, please submit your resume and cover letter in PDF format to careers@hdsa.org with the subject line: Application- Technology & Operations Manager.

Applications without a cover letter will not be considered*

About HDSA:

The Huntington's Disease Society of America (HDSA) is the premier nonprofit organization supporting the Huntington's community. One powerful mission drives us: to improve the lives of everyone affected by Huntington's disease. From community services and education to advocacy and research, HDSA is the world's leader in providing help for today, hope for tomorrow for people with Huntington's disease and their families. In the battle against Huntington's disease no one fights alone.

As we stand on the cusp of a historic breakthrough, the first potential disease-modifying therapies for Huntington's disease, HDSA is expanding to meet this moment with strength, vision, and compassion. We are actively building a bold, forward-looking strategic plan to ensure our community is fully supported through the next chapter in research, access, and care.

We are looking for passionate, mission-aligned individuals who are committed to making a lasting impact. Our growing team is collaborative, purpose-driven, and deeply respectful of the families we serve. If you value honesty, integrity, meaningful work, and

are excited to help shape the financial growth and future of HDSA looking to grow with us, we'd like to hear from you.

HDSA operates with an annual budget of approximately **\$12 million**, supporting a robust portfolio of national programs. We steward a diversified funding base of philanthropic contributions, grants, corporate sponsorships, and events. In addition, we manage an investment and banking portfolio of \$10 million designed to ensure long-term sustainability and strategic growth.

Position Description:

The Technology & Operations Manager will lead the strategic planning, implementation, and management of all technology initiatives at HDSA. This role is crucial for modernizing our technological infrastructure, enhancing operational efficiency, and supporting the organization's mission. The ideal candidate will be a hands-on leader who can manage a variety of systems, from hardware and software to key technology platforms, and translate technological goals into tangible operational improvements.

Key Responsibilities

Technology Strategy & Management

- Develop and execute a comprehensive technology strategy that aligns with HDSA's long-term goals.
- Oversee the entire technology lifecycle, including research, acquisition, implementation, and maintenance of all hardware, software, and IT systems.
- Manage technology platforms, ensuring they are optimized for performance, security, and scalability. This includes the CRM, financial software, and other key applications.
- Act as the primary point of contact for all technology-related issues, providing support and troubleshooting for staff.
- Manage the organization's website platform, ensuring it is up-to-date, user-friendly, and effectively serves the needs of both the national office and local chapters.

Operational Process Improvement & Efficiency

- Identify opportunities to use technology to streamline operations and improve workflow efficiency across all departments and chapters.

- Lead projects focused on digital transformation, such as migrating to new platforms, automating manual processes, and integrating different software systems.
- Analyze and evaluate current operational processes from both a technology and human perspective. This includes identifying pain points, redundancies, and inefficiencies in existing workflows.
- Develop and implement policies and procedures to ensure data integrity and security, as well as regulatory compliance.
- Create and maintain a tech support system that is both responsive and proactive, training staff on new technologies as needed.

Project & Vendor Management

- Manage relationships with external technology vendors and consultants, negotiating contracts and ensuring service level agreements (SLAs) are met.
- Lead the vendor vetting and selection process for major projects, including website and CRM migration initiatives. This includes developing RFPs, evaluating proposals, and conducting due diligence on potential partners.
- Collaborate with department heads and chapter leadership to understand their technological needs and provide solutions that empower their work.
- Report on technology performance, project progress, and budget to the executive team.

Qualifications

- Bachelor's degree in Computer Science, Information Technology, Business Administration, or a related field.
- Proven experience in a technology management or operations role, preferably within the non-profit sector.
- Experience working within chapter-based organizational structure is highly desired.
- Demonstrated experience in managing large-scale technology projects, such as website redesigns and CRM migrations.
- Strong understanding of IT infrastructure, including hardware, software, and networking.

- Experience with CRM systems, financial software, and data management.
- Exceptional problem-solving skills and the ability to manage multiple projects simultaneously.
- Excellent communication and interpersonal skills, with a talent for translating complex technical concepts into clear, understandable terms for non-technical staff.
- A passion for the mission of HDSA and a commitment to using technology to make a difference.

Why Join Us?

We offer a mission-driven culture and highly supportive work environment. HDSA is an equal opportunity employer and committed to diversity. We're proud to support our team with a comprehensive and generous benefits package that prioritizes well-being, security, and time to recharge:

Full Coverage Healthcare:

- 100% premiums covered for employees enrolled in our baseline medical, dental, and vision plans.
- 70% of premiums covered for enrolled dependents under the same plans.

Protection & Peace of Mind:

- We fully cover short-term and long-term disability insurance.
- 100% of the premium paid for life insurance for all employees.

Retirement Savings:

- 5% company contribution to your 403(b)-retirement plan- no match required, after just 1 year of employment.

Paid Time Off + Company-wide breaks:

- Generous PTO package.
- Enjoy one full week off in July and one full week off in December, in addition to standard PTO.