Deputy Director of Technology

Company Overview
Baltimore Corps enlists talent to accelerate social innovation in Baltimore and advance a citywide agenda for equity and racial justice. By matching talent to opportunity, Baltimore Corps works to empower the social entrepreneurs, community leaders, and public sector innovators tackling some of the city’s most pressing challenges and building a stronger Baltimore every day. Baltimore Corps is a fast-paced, entrepreneurial environment that values initiative, hard work, and a teachable nature. We are building a team that shares the company’s values, work ethic, and vision for the future.

Job Description
Baltimore Corps is seeking a Deputy Director of Technology to build and maintain the technical systems that facilitate the application and matching process for Baltimore Corps’ programs and services. Reporting to the Director of Technology, Media, and Communications, the Deputy Director of Technology is responsible for helping gather user needs, translating them into feature requirements and specifications, implementing these specifications, and maintaining the resulting features.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Web Development (40%)
- Design, develop, and maintain the user interface for Baltimore Corps’ custom-built web application (React)
- Design, implement, and consume APIs to facilitate the exchange of data between the application data store (PostgreSQL), the application user interface, and Baltimore Corps’ Salesforce instance
- Create and maintain software documentation for all custom development
- Write tests to ensure both the functionality and maintainability of the frontend and backend code base
- Update the frontend and backend code base with new technologies as needed

User Research & Design (20%)
- Conduct exploratory user interviews to inform the prioritization and design of changes to Baltimore Corps’ web application and other technical systems
- Work with fellow data and technology staff to discuss and refine feature requirements based on user research
- Develop wireframes and non-coded prototypes to test user experience flows with prospective users before committing the designs to code
• Conduct user tests throughout the development process to validate the importance and usability of features being added or modified

Staff Management (20%)
• Lead, coach, mentor, and evaluate IT Support Associate and Database Associate on their specific functions
• Ensure each Associate meets individual performance goals
• Ensure Associates have the information, resources, and training required to implement and execute projects.
• Help set clear goals and expectations for staff and provide timely and helpful feedback on progress toward meeting those goals and expectations
• Ensure IT Support Associate and Database Associate engage in ongoing opportunities for staff development

Project Management & Training (15%)
• Coordinate between internal and external stakeholders to manage expectations around the scope and timeline of feature development
• Guide the team in agile methodologies and practices, such as organizing development into sprints, leading regular standups, etc.
• Support the Director of Data, Technology, and Evaluation in managing external contractors hired to provide additional development capacity
• Cross-train other data and technology staff to maintain and update the code base

Special Projects (5%)
• Engage in special projects as they arise – fellow reviews, event management, etc
• Other duties as required by the program or requested by senior leadership

TECHNICAL QUALIFICATIONS
• Git (or other version control system)
  ○ Required
  ○ Intermediate
• Heroku (or other deployment platform)
  ○ Required
  ○ Intermediate
• HTML/CSS
  ○ Required
  ○ Intermediate
• JavaScript
  ○ Required
  ○ Intermediate
• React
  ○ Preferred
  ○ Entry Level
- Python
  - Required
  - Entry Level
- SQL (or other relational database / language)
  - Preferred
  - Entry Level
- Flask
  - Preferred
  - Entry Level
- Salesforce (or other CRM)
  - Preferred
  - Intermediate Level

QUALIFICATIONS AND PERSONAL CHARACTERISTICS

- Five years of experience in technology services; at least 2 years coaching or managing staff
- Detail-oriented and willing to work collaboratively to achieve results
- An understanding of issues related to equity and social justice, including advancing equity and social justice issues in a professional role
- Ability to motivate and coach people of different backgrounds and abilities to achieve results, with a proven track record of creating a supportive and accountable environment
- Ability to set and manage multiple priorities
- Strong grasp of security principles
- Hands on experience with both building and consuming APIs
- Experience with Scrum and Agile Methodologies
- Strong interpersonal skills, written and verbal communication skills
- Desire to continue learning
- Exceptional strategic thinking; Independent problem solver
- Mission-driven spirit and alignment with the values of Baltimore Corps.

TIMELINE AND COMPENSATION:

The Deputy Director of Technology is a salaried position, ranging from $70,000 commensurate with qualifications and experience. Baltimore Corps is proud to offer additional benefits for our employees including, but not limited to, health and dental benefits, generous vacation time, wellness policies, and flexible work hours.

APPLICATION PROCESS:

To apply for this and all Baltimore Corps roles, go to [https://app.baltimorecorps.org/](https://app.baltimorecorps.org/) and complete a profile in Place for Purpose Web Application.