JOB TITLE: Director of IT, Data & Business Intelligence

JOB PURPOSE:

Under the leadership of the Vice President for Technology & Integrated Experiences (TIE), the Director of IT, Data & Business Intelligence will provide strategic and organizational leadership for the foundation's enterprise data function. As a member of the TIE leadership team, this individual will define and execute a multiyear strategy and maintenance spanning data architecture, integration, master data management (MDM), governance, business intelligence (BI), analytics, and responsible artificial intelligence (AI). The Director will partner with leaders across Finance, Learning and Impact, grantmaking, programs, and operations to ensure data advances organizational learning, financial stewardship, operational excellence, and mission impact.

The Director will lead the development of a secure, scalable, cloud-based enterprise data lakehouse using medallion architecture and establish a unified data model for foundation-wide reporting and analytics. This leader will build governed data products, shared definitions, trusted metrics, and self-service analytics using Tableau, Power BI, or a comparable platform. The role will also lead the implementation of an enterprise MDM platform and create trusted 360-degree views across systems such as FLUXX, Salesforce, SAP, and other core applications.

Success requires a leader who combines technical depth with strong business partnership, change leadership, and talent development. The Director will manage a blended team of employees, onshore and offshore resources, consultants, and strategic partners while improving how data requests are prioritized and delivered. This leader will also expand data literacy, strengthen confidence in organizational data, and identify responsible AI opportunities that augment staff capacity and create measurable value.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS

A director at the foundation generally has the following responsibilities:

- Model and drive leadership, capacity building, accountability, care and concern, strategic thinking and business acumen within respective team(s) and across the foundation.
- Model organizational vision, strategy, values, purpose and culture, both inside and outside the organization.
- Drive results through successful accomplishment of organizational ends and avoidance of executive limitations.
- Empower, coach, and develop people, modeling agile practices and demonstrating WKKF's commitment to racial equity, community engagement, and leadership.
- Engage WKKF staff and external constituents, delivering timely, consistent, aligned, authentic communications at all levels.
- Drive innovation by delivering industry insights and seek out and promote continuous learning and improvement within assigned area(s) of expertise.
- Deliver high performance through data driven decision making, problem solving, and results focus.
- Serve as an active member of the Steering Committee.
- Lead a high performing team:
  - Provide clear and consistent communications on roles, responsibilities, and expectations.
  - Ensure team effectiveness and provide timely performance feedback and coaching in a manner that engenders performance excellence and strong customer service.
  - Ensure cross-functional training and plan for the team's staffing requirements.
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Specifically, the Director of IT, Data & Business Intelligence is responsible for the following:

Leadership & Organizational Strategy

- Provide strategic leadership for the foundation's enterprise data, analytics, BI, MDM, and responsible AI capabilities.
- Align the data strategy, operating model, governance, investments, and workforce plan with the foundation's mission and enterprise technology roadmap.
- Partner with executive and functional leaders to define the decisions, outcomes, and organizational capabilities that data must support.
- Lead organizational change associated with new platforms, shared definitions, governance responsibilities, self-service analytics, and AI-enabled ways of working.
- Establish measurable outcomes and communicate progress, risks, dependencies, value, and investment needs to executive stakeholders.
- Represent the foundation with strategic partners, vendors, consultants, and peer organizations.

Enterprise Data Architecture, Integration & Cloud

- Lead the design and evolution of a cloud-based enterprise data lakehouse using medallion architecture.
- Develop an enterprise data model supporting finance, grantmaking, relationship management, operations, learning, reporting, and impact measurement.
- Establish common business definitions, reusable data products, certified datasets, conformed dimensions, and a governed semantic and metrics layer.
- Create a roadmap to consolidate or retire duplicate datasets, manual processes, and fragmented reporting solutions.
- Define modern integration patterns using APIs, data pipelines, orchestration, replication, event-driven technologies, and integration platforms.
- Integrate FLUXX, Salesforce, SAP, and other enterprise systems with the lakehouse, MDM platform, BI environment, and downstream applications.
- Ensure data platforms and integrations are scalable, secure, resilient, observable, maintainable, and cost-effective.

Master Data Management & Governance

- Develop the enterprise MDM strategy and lead the selection, implementation, and adoption of an MDM solution.
- Define priority data domains, authoritative sources, golden records, hierarchies, matching and survivorship rules, reference data, and stewardship workflows.
- Establish trusted 360-degree views of the foundation's relationships, resources, activities, and impact.
- Implement a practical governance model with clear ownership, stewardship, decision rights, standards, access controls, and escalation processes.
- Build and sustain an enterprise-wide data stewardship program by defining steward roles, responsibilities, decision rights, training, and accountability across business functions to improve data quality, consistency, ownership, and trust.
- Establish data cataloging, business glossaries, metadata, lineage, classification, and quality measurement.
- Build trust by making data definitions, ownership, quality, limitations, and transformation logic transparent.

Business Intelligence & Data Democratization

- Define and implement the enterprise BI strategy using Tableau, Power BI, or a comparable platform.
- Sunset legacy reporting and spreadsheet-based analysis with trusted dashboards, certified datasets, reusable analytics, and self-service capabilities.
- Establish consistent definitions for enterprise metrics, calculations, key performance indicators, and reporting dimensions.

- Partner with Finance to strengthen reporting, planning, forecasting, reconciliation, grant analysis, and connections between financial and programmatic data.
- Apply human-centered design and accessibility principles to reports, dashboards, and analytical experiences.
- Promote data storytelling, trend analysis, forecasting, organizational learning, and evidence-informed decision-making.

Data Literacy, Adoption & Change

- Develop a foundation-wide data literacy and adoption strategy.
- Equip employees to find, understand, interpret, question, and responsibly use enterprise data.
- Engage business teams throughout the design and delivery of data platforms, models, dashboards, and governance practices.
- Help teams transition from locally managed spreadsheets and datasets to shared enterprise capabilities.
- Establish training, documentation, communities of practice, office hours, and support for data users and stewards.
- Promote shared accountability between technology teams and business data owners for data quality, governance, adoption, and outcomes.

Responsible AI & Advanced Analytics

- Develop a practical and responsible approach to AI, machine learning, automation, and advanced analytics.
- Identify high-value use cases that augment staff capacity, improve data quality, reduce manual work, and accelerate insight development.
- Evaluate opportunities involving natural-language analytics, intelligent search, document processing, automated classification, forecasting, anomaly detection, and generative AI.
- Establish safeguards for privacy, security, bias, transparency, explainability, intellectual property, human oversight, and appropriate data use.
- Build trust through controlled pilots, measurable outcomes, stakeholder participation, and clear communication.
- Ensure AI initiatives are grounded in reliable, governed, secure, and accessible enterprise data.

Data Product & Service Delivery

- Improve how data, reporting, analytics, and integration requests are submitted, prioritized, delivered, and communicated.
- Establish a transparent intake and demand-management process with clear service definitions, prioritization criteria, delivery expectations, and escalation paths.
- Manage initiatives through product management and agile delivery practices, including roadmaps, backlogs, release plans, and performance measures.
- Balance long-term platform development with operational reporting and time-sensitive business needs.
- Reduce recurring ad hoc requests through reusable datasets, dashboards, reports, integrations, and self-service tools.
- Track delivery cycle time, backlog health, product adoption, stakeholder satisfaction, data quality, and business value.

Team, Resource & Partner Leadership

- Build, lead, and develop a high-performing enterprise data and business intelligence team.
- Manage a blended workforce of employees, onshore and offshore resources, consultants, managed services, and technology partners.
- Establish a workforce and sourcing strategy covering architecture, engineering, modeling, integration, MDM, governance, BI, analytics, and AI.
- Define clear roles, accountabilities, delivery standards, performance expectations, and quality controls.
- Strengthen coaching, succession planning, documentation, cross-training, and knowledge transfer.

- Regularly assess enterprise demand and recommend changes in staffing, sourcing, organizational design, or investment.
- Manage budgets, contracts, licensing, cloud consumption, vendor performance, and strategic partnerships.

Other Responsibilities

- Carry out other related responsibilities and special projects as assigned by the for Technology & Integrated Experiences (TIE

JOB REQUIREMENTS

Education/ Experience	• Bachelor's degree in data science, business intelligence, analytics, computer science, or a related field, or an equivalent combination of education and relevant experience, required. Advanced degree (master's or PhD) preferred. 12+ years of progressive leadership experience in enterprise data strategy, governance, business intelligence, and analytics, with demonstrated impact in large, complex organizations. A minimum of five years of leadership experience required. • Demonstrated experience defining and executing enterprise data transformation strategies, including the implementation of cloud-based data lakehouses, modern data architectures, and scalable analytics ecosystems. • Deep expertise in enterprise data architecture, medallion architecture, data modeling, semantic layers, data integration, metadata, lineage, data quality, and data observability. • Proven experience selecting, implementing, or significantly expanding an enterprise master data management platform, including golden records, matching and survivorship rules, reference data, stewardship, and 360-degree data views. • Strong experience establishing enterprise data governance operating models, including data ownership, stewardship, decision rights, business glossaries, data catalogs, quality standards, and data literacy programs. • Demonstrated success modernizing fragmented reporting environments and enabling governed self-service analytics using Tableau, Power BI, or a comparable enterprise business intelligence platform. • Experience integrating enterprise platforms such as FLUXX, Salesforce, SAP, or comparable grantmaking, CRM, ERP, and financial systems with MDM, cloud data platforms, and analytics solutions. • Proven ability to build and lead high-performing multidisciplinary teams, including full-time employees, offshore resources, consultants, managed services, and strategic technology partners. • Strong experience with responsible AI, machine learning, automation, and advanced analytics, including identifying high-value use cases, establishing appropriate safeguards, and building organizational trust and adoption. • Demonstrated ability to influence executive and cross-functional leaders, translate complex technical concepts into business outcomes, lead organizational change, and deliver measurable enterprise value. • Prior experience in a foundation, nonprofit, or impact-driven organization is highly desirable but not required.
Core Capabilities	• Strong knowledge of enterprise data architecture and analytics, including scalable cloud data platforms, lakehouses, enterprise data models, and governed business intelligence solutions. • Strong understanding of master data management and data governance practices, including data stewardship, quality, lineage, trusted data domains, golden records, and integrated data views.

	• Ability to apply responsible AI, automation, and advanced analytics to improve organizational capacity, strengthen data quality and efficiency, and accelerate meaningful insights. • Strong knowledge of cloud integration and interoperability, including modern APIs, data pipelines, orchestration, and scalable, reusable integration patterns across enterprise platforms. • Ability to design and advance accessible, intuitive, and ethical data products that respond to stakeholder needs and support organizational priorities and business outcomes. • Ability to expand governed self-service analytics and strengthen organization-wide data literacy, fluency, confidence, and trust in using data to inform decisions. • Strong product leadership and agile delivery skills, including the ability to develop strategic roadmaps, prioritize backlogs, lead iterative delivery, drive adoption, and measure value and outcomes. • Strong product leadership and agile delivery skills, including the ability to develop strategic roadmaps, prioritize backlogs, lead iterative delivery, drive adoption, and measure value and outcomes. • Strong relationship-building and collaboration skills, with the ability to work effectively across technical and non-technical teams and with external partners. • Excellent written and verbal communication skills, including the ability to make complex data, technology, analytics, and AI concepts understandable and actionable for varied audiences.

WKKF Desired Qualities and Characteristics	• Strong alignment with WKKF's values and DNA • Intercultural competence • Openness / self-awareness • Ego-management • Systems thinker • Brings people together • Change competence	• Collaborative • Conflict competence • Listens well • Talent architect / people developer • Empowers leadership • Trust builder • Shares accountability and responsibility • Results-oriented

POSITION SPECIFICATIONS

Nearest Leader	Vice-President Technology and Integrated Experiences
People Leader Expectations	Provides leadership and direct supervision for assigned Technology & Integrated Experiences staff and oversees consultants and external advisors as needed.
Travel Expectations	Travel as required to support position duties/responsibilities with travel that puts our grantees and communities first as top priority. The foundation supports a healthy workplace and a virtual-first approach to meetings and travel.
FLSA Classification	Exempt