

Chief Technology Officer

Department	Technology Services
FLSA Status	Exempt
Reports to:	President and CEO

JOB SUMMARY

As a member of the LEARN Executive Leadership Team, the Chief Technology Officer (CTO) will lead, mentor, and develop the network services, systems services, and security services teams, responsible for both daily operations and long-term strategic technology planning. This position is responsible for managing the delivery of networking and IT services, developing long-term technology plans and collaborating with member organizations' technical staff to develop new processes and services. The CTO also works closely with the Board of Directors through committees and groups to ensure the strategic direction of LEARN is in accordance with the organization's mission vision, goals, and guiding principles.

ESSENTIAL FUNCTIONS

- Manage over 3,200 miles of advanced fiber optic and IP transport infrastructure for state-wide network in the State of Texas.
- Daily oversight and escalation for Network Operations Center (NOC) providing 24x7x365 support to members and partners.
- Oversee service-provider class technologies for optical and packet networking, data center infrastructure, cybersecurity infrastructure and network management systems. Also responsible for integration of cloud services and peering & caching peers.
- Collaborate closely with LEARN Technical Advisory Group (TAG) and Board Committees to establish LEARN's technical vision and lead all aspects of LEARN's technology strategy development and execution. This individual will collaborate as well as serve on the TAG and various Board Committees (Operations and Services, Finance, Executive Committee, and ad hoc committees, as needed).
- Oversee and manage LEARN's Network Security initiatives, as well as future business transformation efforts, providing strategies to mitigate current and future threats to LEARN's business and service delivery infrastructure.
- Provide detailed Total Cost of Ownership analysis for technology investments both for state-wide network operation and managed services engagements, ensuring proper Return-of-Investment is met as established by CEO/CFO.
- Track, analyze and monitor technology key performance metrics to ensure services are available, meet performance targets and are under-subscribed.
- Collaborates with the LEARN Executive Leadership Team in the development of LEARN's short and long-term direction and aligns Technology Services to support LEARN's mission and goals.

- Provide technical expertise in developing and writing collateral materials for proposal and outreach.
- Act as Sponsor or stakeholder on technical projects executed by LEARN, as needed.
- Develop and recommend new services to provide extended value to LEARN members while generating revenue for sustainability. This includes professional services engagement, managed services, and enhanced connectivity services.
- Oversee the development and execution of LEARN's technology-focused workshops.

OTHER DUTIES

- Maintain current knowledge of technology landscape, opportunities, and threats to the industry.
- Act as a good steward for LEARN's resources and all technology investments.
- Draft proposals and communicate technology strategy to LEARN staff and the Board of Directors.
- Build relationships with members, partners, and vendors that exhibit respect, honesty and effectively communicate objectives.
- Provide Board briefings and presentations as well as manage appropriate committee meetings as needed.
- Represent LEARN externally and foster collaborations among members and regional/national partners.

SUPERVISORY DUTIES

- Provide training, leadership, and development of LEARN's technical services team.
- Conduct staff assessment, provide feedback and recommend improvement opportunities.
- Responsible for recommending hiring, firing, advancement, promotion, or other changes in assigned employee(s) status.
- Recruit, hire, lead, coach, develop, and retain high-performance staff. Responsible for training new employees in policies and procedures.
- Oversee activities of technical services team, to ensure responsibilities are completed accurately and on time.
- Establish and ensure adherence to proper policies and procedures.
- Set and facilitate the achievement of organization-wide objectives related to network infrastructure and technical needs.

This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

EDUCATION & EXPERIENCE

- Bachelor's degree + 10 years' experience OR Advanced degree + 8 years' experience required.
- 8+ years of experience leading technology teams required (non-profit organizations preferred).
- Experience interpreting financials related to technology and understanding business drivers related to technology solutions. Development and management of capital and expense budgets, including profit/loss responsibilities, is strongly preferred.
- Relevant industry certifications.

KNOWLEDGE, SKILLS & ABILITIES

- Proven ability to coordinate with staff and management to maintain timelines.
- LAN/WAN infrastructure experience with networking hardware and protocols.
- Familiarity with carrier-grade routing, peering, BGP, and redundancy/resiliency architectures.
- Knowledge of managed service delivery models, SLAs, and compliance obligations.
- Knowledge of strategic technology trends (e.g., AI, SD-WAN, SASE)
- Project management experience with large network infrastructure projects.
- Ability to solve complex problems in critical and creative ways.
- Strategic thinker focused on customer service and sustainability.
- Integrating governance frameworks (e.g., incident, change, vulnerability, standards, service catalog) into the daily work of the technology services team.
- Setting long-term technology direction while ensuring tactical execution of current projects.
- Demonstrated leadership and mentorship skills.
- Driving cultural adoption of process discipline without stifling innovation.
- Translating technical complexity for executives, board members, and non-technical stakeholders.
- Excellent public speaking and presentation skills.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Position Location: Strong preference is for this position to be based in the Dallas, Texas Metropolitan area or willing to relocate to Texas and operate from a home office in a virtual office environment. Work outside of an established schedule and working hours, including weekends and holidays, may be required.
- Travel Requirements: Frequent travel (up to 25% per year) is expected for this role. Travel includes visiting existing and future member venues and LEARN sites throughout Texas as well as Regional & National meetings and conferences in North America. Some overnight travel (up to 15% per year) is expected.
- Position requires access to a reliable vehicle, a valid driver's license and ability to travel by car or air.
- This role requires prolonged sitting and working on a computer in a home office setting. Regularly required to stand, walk, sit, use hands; and reach with hands and arms.
- Must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

To apply for this job, please submit a cover letter, resume, and application (found on the next page) in PDF format to jobs@tx-learn.net with CTO as the subject line.



APPLICATION FOR EMPLOYMENT

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Qualified applicants are considered for employment without regard to race, color, religion, gender, national origin, age, mental or physical disabilities, marital status, veteran status, sexual orientation, gender identity and/or expression, genetic information, or any other characteristic protected by applicable law. All employment decisions shall be consistent with the principles of equal opportunity employment. Accommodations to enable all individuals to participate in the application process may be provided upon advance request.

ANSWER ALL QUESTIONS - PLEASE PRINT

Applicant's Name (Last) (First) (Middle)*				Date of Application	
Are you known by any other names or aliases, including a maiden name? * <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, what name(s) are you known by?					
Applicant's Current Address (Address, City, State, Zip)*					
Applicant's Email Address					
Telephone			Date Available for Work		
Position(s) Applied For (List Job Titles)			Status Desired <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary		
Referral Source <input type="checkbox"/> Advertisement <input type="checkbox"/> Employment Agency _____ <input type="checkbox"/> College/Career Placement Office <input type="checkbox"/> Job Fair <input type="checkbox"/> Employee <input type="checkbox"/> Other					
Have you filed an application or been employed here before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes give date(s)					
Are you 18 years of age or older? <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you eligible to be lawfully employed in the United States (proof of citizenship or immigration status will be required upon employment)? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do you now, or will you in the future, require sponsorship for employment visa status (e.g., H-1B visa status, etc.) to work legally for our Company in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No					
List any friends or relatives employed by the company. What is the relationship?					
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide all detail** **Conviction of a crime will not automatically disqualify you from employment.					
EMPLOYMENT EXPERIENCE (List relevant work experience. Start with your present or last job. Include military service assignments and volunteer activities)					
1	Date From/To	Employer Name		Employer Address	
		Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
		Supervisor	Reason for Leaving		
		Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
		Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			
2	Date From/To	Employer Name		Employer Address	
		Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
		Supervisor	Reason for Leaving		
		Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
		Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			

3	Date From/To	Employer Name	Employer Address		
		Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
		Supervisor	Reason for Leaving		
	Work Performed				May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?					
4	Date From/To	Employer Name	Employer Address		
		Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
		Supervisor	Reason for Leaving		
	Work Performed				May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
Are you known by another name or do you have a maiden name? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?					

REFERENCES (List professional references only. Do not list friends or relatives)

Name and Title	Email Address / Phone Number

Education	Name and Address of School	Course of Study	Did you Graduate?	List Diploma / Degree
High School				
College				
Other (Specify)				

PRE-EMPLOYMENT STATEMENT

I represent that my responses set forth in this application are truthful, accurate, and complete. Any and all false or inaccurate statements made by me in this Application or otherwise during the employment evaluation process shall be grounds both for rejecting my Application for employment , and, should I be hired by LEARN, termination of my employment.

I authorize representatives of LEARN to contact education institutions and employers designated in this Application for purposes of verification and investigation of my education and employment background and performance. Such individuals and organizations are authorized to release all such persons from liability or damages incurred as a result of furnishing such information. I understand that an unsatisfactory reference shall be grounds both for rejecting my Application for employment, and should I be hired by LEARN, termination of my employment. Should I be employed by LEARN, I understand that I could be subject to an outside probe if accused of wrongdoing.

Submission of the application does not entitle me to be interviewed by LEARN. Further, nothing in this Application or in the employment evaluation process shall be construed as either an offer of employment or an obligation on the part of LEARN to provide any benefit to me. Should I be employed by LEARN, I agree to comply with any and all employment rules and policies of LEARN.

After reading all of the terms of this Application, I hereby affirm that I understand and agree to the provisions of the same. I also agree that my employment with LEARN is on an "at-will" basis, meaning that such employment may be permanently discontinued by either LEARN (through discharge or layoff) or myself through voluntarily quitting at any time without notice and without any recourse of any kind by either party.

I affirm the information in this application is true and complete, and any intentional deception herein may be considered sufficient cause for dismissal.

Date*

Applicant's Signature*

**Required*