



## POSITION DESCRIPTION

**TITLE:** BUSINESS SERVICES AND TECHNOLOGY DIRECTOR

**REPORTS TO:** Business Services & Technology Vice President

**DESCRIPTION:** The Business Services & Technology (BS&T) Director, under the direction of the BS&T Vice President, administers and coordinates the acquisition, support and maintenance of all association internal technology systems and member benefit technology services, such as electronic forms providers, digital signature providers, single sign-on program, and communications.

### SPECIFIC RESPONSIBILITIES

In harmony with the Strategic Plan, Business Plan, Budget and directives of the BS&T Committee, as approved by the Executive Committee or Board of Directors, is responsible for the duties set forth below.

1. Plans, formulates and recommends for the approval, all BS&T programs and services, including, but not limited to, electronic forms providers, digital signature providers, single sign-on programs, and communications.
2. Assists with the preparation and management of BS&T business plan and budget.
3. Sees that the BS&T VP and Committee are kept fully informed as to all important factors influencing BS&T issues and decisions.
4. Attends BS&T Committee meetings and all related meetings unless otherwise instructed by the BS&T VP.
5. Under the guidance of the BS&T VP, implements all BS&T decisions except when the duty to do so is specifically assigned to others.
6. Oversees internal processes and pursues partnership opportunities to teach members how to use business technologies.
7. Investigates and provides information on member or staff recommended products and services that increase efficiency, profitability and digital security of member business operations.
8. Researches and makes recommendations to inform members on how to choose the right technologies for their business through multiple channels of communication.
9. Assists with negotiating discounts for products and services that benefit members, and consistently market those offerings.
10. Assists with the development and maintenance of data to better understand member needs; communicate more effectively with members; and maximize adoption of Arizona REALTORS® programs and services.
11. Researches and informs members on how to choose the right technologies for business through multiple channels of communication.

12. Assists in the dissemination of pertinent, relevant and timely industry information to members.
13. Reviews, on an ongoing basis, best practices in website navigation, search and user interface and integrates these practices into Arizona REALTORS® blogs and websites.
14. Under the guidance of the BS&T VP, assists in the member benefit business services support to members, including:
  - a. Coordinating schedules to ensure that all hours of support are covered.
  - b. Developing and maintaining consistent support standards.
  - c. Developing and maintaining any necessary support call logs and/or documentation.
  - d. Maintaining a positive customer-oriented attitude.
15. Under the guidance of the BS&T VP, assists in the coordination of training for members in member benefit business services including:
  - a. Developing training schedules.
  - b. Conducting training sessions throughout Arizona.
  - c. Developing and maintaining any necessary training documentation.
16. Under the guidance of the BS&T VP, promotes Arizona REALTORS® business services to members through marketing materials and taking part in promotional activities.
17. Assists the BS&T VP with business services vendors in all technical and support issues.
18. Assists in the oversight, maintenance and configuration of association internal databases, servers, telecommunications and other technology infrastructure. Assists in identifying the need for upgrades and new systems.
19. Assists in devising and establishing IT policies and systems to support the implementation of strategies set by the CEO and BS&T VP.
20. Performs other tasks as directed by the BS&T VP and CEO.
21. Remains current on job-specific procedures through training courses, professional associations and attends meetings and conferences to obtain and disseminate information regarding BS&T issues and programs.

**Qualifications:**

- Bachelor's degree and 7+ year's relevant experience
- Negotiation and vendor relations experience
- Extensive technical knowledge in the disciplines of information and systems technology
- Analytical and detail-oriented
- Self-motivated and ability to take initiative
- Managerial expertise desired