



# Chief Technology Officer (CTO)

---

**Purpose:** The Chief Technology Officer is responsible for establishing a technical vision that aligns with Student Agencies' business strategy and organizational goals as well as leveraging current digital platforms to inform the planning and decision-making processes. The CTO role will be especially important in the 2023-24 year as Student Agencies spent the past year digitizing all aspects of its business operations (QuickBooks, Movegistics, AppFolio, Squarespace, Salesforce, Homebase, RingCentral, Confluence, Slack, Dashlane). After spending the last year implementing these digital platforms, Student Agencies is now looking for an entrepreneurial-minded individual who is excited by the opportunity to build business analytics capabilities from scratch and lead Student Agencies' \$4MM-revenue portfolio in data-driven decision making. With the freedom to research, propose, and implement the platforms, products, and processes they see fit, the CTO has an incredibly high potential for long-lasting, organization-wide impact.

The CTO reports directly to the President and sits on SAI's executive team. As such, they attend the weekly executive team meeting and general team meetings to ensure communication with business managers. In addition, the CTO will assist with recruiting and training the successive CTO at the end of their term.

**Hourly Requirement:** The CTO is required to work part-time (15-20 hours per week) during the academic year and full-time during the summer (35-40 hours per week). *If you are unsure about the time commitment but are still interested in playing a role in SAI's technological development, please let us know, we would still like to hear from you.*

## Job Description

---

The following job description paints a more complete picture of the skills that we are looking for. This section will show the broad tasks that the CTO is expected to perform. Though the job description is comprehensive, many of the skills required to successfully execute these responsibilities are learned/perfected during training.

### Main Responsibilities:

- **Leverage SAI's Current Technologies**
  - Research, propose, and implement a business intelligence platform to empower our managers and executive team with rich operational data
  - Foster collaboration and data visibility across SAI's student team, Board of Directors, and alumni network to define and prepare for SAI's long-term technological vision and growth
  - Identify and resolve operational inefficiencies with modern tools and processes
- **Analytics**
  - Leverage reporting features of all business platforms (Movegistics, Salesforce, Squarespace, Quickbooks, etc.) to effectively communicate performance metrics to business managers, President, and CEO
  - Create a dashboard style platform that features financial and operational performance metrics for each of SAI's six businesses to increase data visibility



- **Website Maintenance**
  - Assist managers with Squarespace and Salesforce websites, keep all pages up to date and assist with account troubleshooting
  - Remain available to all team members to answer questions about technological resources
- **Board Communication**
  - Propose and update the SAI Board of Directors on projects
  - Create CapEx presentations when applicable and present them to the Board of Directors for approval
  - Report findings and results of any new implementations and/or projects to the Board of Directors
- **Research**
  - Remain up to date on technology trends, products, and successful projects that companies similar in size and type to SAI are utilizing
  - Conduct product comparisons
  - Continually look for ways to improve and modernize SAI
- **SAI Tech Inventory**
  - Maintain and constantly update SAI's tech inventory
  - Ensure SAI tech is up to date, especially concerning the WiFi/Internet connection and hardware
- **Manager Turnover and Data Retention Strategy**
  - Ensure that all files are properly transferred and that confidential and important documents are not lost during the annual manager transition
  - Assist with training new managers on all SAI's technology platforms, procedures, and data analytics processes/dashboards
- **Day-to-Day/General Responsibilities**
  - Remain up to date on emails, voicemails, etc.
  - Contribute to the overall benefit of SAI by participating in meetings, office hours, team projects, corporate recruiting/orientation, training and aiding other businesses when necessary
  - Honor all deadlines and action plans
  - Aid in the transition of the successive CTO by keeping organized records and adding to the training manual
  - Foster long-term business growth and development
  - Maintain all technology hardware at the office, acting as a resource and tech consultant when needed

## **Necessary Skills and Attributes:**

- **Communication:** Because the CTO conducts several phone inquiries with different companies and platforms, being able to articulate an idea well is an essential skill.
- **Project Management:** Most projects are long-term and require strategic timelines. The CTO should be able to balance various projects at the same time and complete them in a timely manner.



- **Disciplined/Prioritization:** Since the majority of the CTO's work is independent, being able to self-manage and continuously work on projects without procrastinating leads to success. Likewise, the CTO must be able to balance schoolwork and SAI obligations, so all projects are completed on time.
- **Problem Solving:** The CTO works primarily independently on new projects, so they must be resourceful, know how to research different trends and products, and be able to think logically and quickly.
- **Willingness to Learn:** The CTO works on developing SAI into a technologically savvy company. To do so, the officer should have a passion for technology and melding it with different business aspects. They must be excited to learn about different products and must want to expand their experience with different tech.

### What We're Looking For:

While the CTO role is potentially the highest-impact opportunity at SAI this year, it also may be the most demanding. Because this job has minimal day-to-day structure and offers near-complete freedom, we're looking for a unique student who exhibits the qualities mentioned above and has a passion for technology and business analytics. The purpose of SAI is to provide students with experiential learning, so don't let a lack of work experience deter you from applying. In many cases, we weigh a candidate's motivation for joining SAI, ability to self-start, and resilience over past work experience.