

Helen Keller Intl Job Announcement

Senior Director, Center of Data, Technology and Systems

Flexible may be based anywhere Helen Keller is a registered employer.

Helen Keller Intl

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

Brief Background

Helen Keller International is at a pivotal moment in its organizational evolution. As part of a broader strategy to strengthen operational effectiveness, the organization has established the Center for Data, Technology & Systems (CDTS) — a new center of expertise responsible for enterprise systems, technology, applications, and data capabilities.

The Senior Director will join a mission-driven organization that believes that the right systems, tools, and data make program delivery more effective, more efficient, and more equitable. This is an opportunity to shape the technology foundation of a globally respected health and nutrition organization.

Purpose or Scope of work

The Senior Director, Center for Data, Technology & Systems (CDTS) is the senior leader responsible for Helen Keller's enterprise systems, technology, applications, and related data, reporting, and knowledge capabilities.

The Senior Director leads the CDTS team to establish and sustain a high-performing center of expertise — one that delivers reliable systems, clear governance, and strong staff enablement across the organization. This includes ensuring the center's active engagement in strategic investments in systems, applications, and technology-enabled transformation, translating priorities into sequenced implementation plans, governance structures, and change management approaches that build lasting organizational capability.

The role demands a leader who is able to set direction, manage competing priorities, and deliver results across a complex, multi-stakeholder environment while maintaining the service orientation and partnership approach that an integrated global organization requires.

Functional Relationships

The Senior Director reports to the Chief Finance and Operations Officer and leads the CDTs team — including staff responsible for information systems, data and reporting, applications and enablement, and administration. The role works closely with the Executive Leadership Team, Country Office and Managing Director leadership, Global Center and Function heads, General Counsel, and external vendors and implementation partners. Because Helen Keller operates through a shared authority structure, the Senior Director leads primarily through influence, earning cooperation across teams that do not report directly to this position.

Key Responsibilities

Leading the Center

- Build and lead a high-performing, service-oriented CDTs team; manage budget, talent, knowledge management, and internal communications across the center.
- Establish learning and feedback loops that drive continuous improvement across services, systems, and team capabilities.

Enterprise Strategy & Stakeholder Leadership

- Translate organizational priorities into an integrated CDTs strategy, roadmap, and operating model; advise executive leadership on investments, sequencing, risks, and organizational readiness.
- Establish and manage decision-making processes for enterprise systems, applications, data, and technology investments — ensuring meaningful consultation with Country Offices, Managing Directors, Centers, and Functions.

Technology Infrastructure & Security

- Ensure Helen Keller International's global technology infrastructure is secure, resilient, and fit for purpose, lead cybersecurity governance, business continuity, data protection, and technology risk management.
- Oversee help desk, hardware, and cloud environments; evolve a shared services model for repeatable technology tasks across the organization.

Enterprise Applications & Service Delivery

- Own the enterprise application portfolio — lead roadmap development, management agreements, vendor relationships, and excellent project management for major application initiatives.
- Guide cross-functional efforts to translate business process needs into digital system requirements, application plans, and finished products.

AI Strategy & Responsible Adoption

- Lead Helen Keller International's strategic approach to artificial intelligence — identifying use cases, building governance frameworks, overseeing responsible adoption, and partnering with Country Offices and Centers on AI-enabled workflows.
- In collaboration with General Counsel, lead the development of data governance practices covering data ownership, stewardship, quality standards, privacy, and access protocols.

Governance, Risk & Vendor Management

- Establish and maintain governance structures, internal controls, and vendor management frameworks across the CDTS portfolio; ensure technology decisions support long-term accountability and operational sustainability.

Other Duties

This job announcement is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities for the position. Duties, responsibilities, and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor.

Skills & Experience

Technical & Leadership Competencies

- Proven ability to translate organizational strategy into roadmaps, implementation plans, and measurable results across complex, multi-stakeholder environments.
- Strong understanding of enterprise architecture, application portfolio management, cybersecurity governance, data protection, and technology risk.
- Demonstrated success leading change management, adoption, and stakeholder engagement for enterprise systems or digital transformation initiatives.
- Familiarity with AI-enabled tools and responsible AI governance, including appropriate use, risk management, and staff enablement.
- Experience developing technology investment business cases, managing vendors, and assessing total cost of ownership.

Education & Experience

- Bachelor's degree in information systems, business administration, data management, or a related field required; advanced degree preferred.
- Minimum 12–15 years of progressively responsible leadership in information systems, enterprise applications, data, or digital transformation — including 5+ years leading complex, multi-function portfolios.
- Significant experience in an integrated global organization; demonstrated ability to lead through influence across geographies and cultures.
- Excellent written and spoken English required; French strongly desirable.

Working Conditions/ Travel

- International travel approximately 5–10%.
- Flexibility to work across global time zones.

Compensation and benefits

Helen Keller offers a comprehensive benefits package. Specific offerings may vary by country in accordance with local laws. The compensation for this position will be aligned with the local salary structure. The full-time annualized salary range for this position based in the United States is \$161,500 to \$258,400, with the midpoint of the salary range at \$210,000.

Expectations

Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values, which include courage, compassion, integrity, and rigor.

To Apply

Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.

****Locations where Helen Keller is a registered employer: Bangladesh, Burkina Faso, Cambodia, Cameroon, Cote d'Ivoire, DR Congo, Guinea, Kenya, Mali, Madagascar, Mozambique, Nepal, Niger, Nigeria, Philippines, Senegal, Sierra Leone, Tanzania, and United States: (California, Colorado, Connecticut, District of Columbia (DC), Florida, Georgia, Hawaii, Idaho, Louisiana, Maine, Maryland, Massachusetts, Minnesota, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Vermont, Virginia, Washington, and Wisconsin).***