



Job Description - Director of Technology Operations

Our Organization

[Tech Exchange](#) is a nonprofit, community organization dedicated to providing digital equity to Bay Area residents. We employ an environmentally sustainable, re-use model by refurbishing donated computers and providing them to families, schools and community organizations, along with training and support. Over the last 26 years, we have distributed 85,000 computers to our community, provided over 37,000 instructional hours of training, offered 350 youth technical internships, and diverted over 1200 tons of e-waste from landfills.

Tech Exchange employs a staff of 25 who work at our Oakland Warehouse on Poplar Street, the Tech Hub on International Avenue, and remotely. Tech Exchange projects an operating budget of over \$3MM in the upcoming year and is currently fiscally sponsored by the [Oakland Public Education Fund](#).

Job Summary

The Director of Technology Operations directs and supervises the preparation and distribution of computers and related equipment for Tech Exchange's programs and enterprise channels. This key role implements effective policies and systems, leading a team of staff, interns, and volunteers who contribute to Tech Exchange's hardware solutions to the benefit of our community. The position contributes as a core member of Tech Exchange's leadership team and reports directly to the Executive Director.

Primary Responsibilities

- Lead development of operational improvements in the warehouse, including equipment processing, inventory management, technical production, and distribution.
- Provide leadership and direction to the warehouse staff, interns, and volunteers. Set clear expectations, develop processes, and provide feedback and support to the team.
- Coordinate with the Program Team on computer needs for Tech Exchange's programs and ensure timely distribution and reporting.
- Coordinate with the Development Team to secure, accept, and acknowledge donations of used equipment from the community
- Manage procurement of new devices for projects requiring new computers and/or hotspots.
- Lead process to forecast organizational computer needs and collaborate with the leadership team to develop and implement strategies to grow computer contribution.
- Improve and implement warehouse-related processes and systems. Establish clear KPIs and tracking methods.
- Manage the sales of computers and related products to schools and community organizations.
- Support Tech Exchange's Workforce Development program through structuring warehouse internship opportunities.
- Facilitate individual and corporate volunteers to support warehouse operations.

Skills/Experience Required

- ITAD industry experience preferred
- Salesforce experience preferred



- Proven ability to implement systems and processes
- Strong management and leadership skills

Compensation, Benefits, and Company Culture

This is a full-time, salaried position. The salary range is \$85,000 - \$100,000 depending on experience.

The nature of this position requires in-person work at our Oakland warehouse. As of August 2021, we are continuing to mask for the safety of our employees and clients. Flexibility for some remote work is possible for appropriate tasks and meetings. Tech Exchange values and promotes a healthy work-life balance for our employees.

As a fiscally-sponsored project of Oakland Public Education Fund, full-time employees can elect to receive employee-sponsored health, dental, vision, and life insurance, along with other benefits. Professional development funds may also be available to employees who seek to improve their skills.

Tech Exchange is a growing company with a strong and diverse team of friendly, talented employees. Having recently achieved great success in meeting the needs of our community during the pandemic, we are now well positioned for strategic growth. The Director of Technology Operations will play a critical role in the next stage of our organization. Learn more about us at techexchange.org.

To Apply

Please view and complete the online [application](#).