

Chief Information Officer (CIO) – Job Description

Dallas Makerspace | Officer Role (Volunteer Position)

Position Summary

The Chief Information Officer (CIO) is a board-approved officer role responsible for overseeing all business-critical technology systems that enable core operations of the organization. This includes infrastructure that supports membership management, facility access, communications, and other systems essential to providing a consistent, reliable member experience.

The CIO is tasked with stabilizing, modernizing, and maintaining technical systems in a way that reduces organizational risk, supports staff and volunteer needs, and enables sustainable scaling.

Key Responsibilities

Systems Oversight

- Modernize and maintain self-hosted and cloud-hosted platforms critical to:
 - Membership and billing
 - Door access and badging
 - Governance and documentation
 - Communication and productivity tools
- Ensure continuity of service, system backups, security protocols, and vendor reliability

Operational Leadership

- Collaborate with the COO to align systems with operational needs
- Manage vendors, contracts, and technical service providers

- Establish clear prioritization and project intake mechanisms for infrastructure improvements

Governance and Documentation

- Conduct and maintain a full inventory of all technology assets and integrations
- Oversee transition and onboarding processes for system owners and maintainers
- Ensure up-to-date documentation, credentials management, and change logs for key systems

Volunteer Enablement

- Provide infrastructure support to enable committees and volunteers to thrive
- Advocate for reducing volunteer burnout by transitioning critical systems to sustainable solutions (e.g., external vendors, automations, or contractors)

This Role *Is*...

- A stabilizing force for the organization's operations and digital infrastructure
- A systems owner with accountability for keeping core technology secure, current, and available
- A bridge between operational leadership, technical contributors, and committees
- A strategic lead for identifying risk, planning upgrades, and ensuring sustainability
- A partner to the COO, supporting the implementation of business processes through reliable technology

This Role *Is Not*...

- A replacement for the Chief Technology Officer (CTO) or experimental/hobby project leadership
- An on-call IT support person for all technical issues—prioritization will be based on organizational impact
- A developer or hobbyist engineer focused on innovation for its own sake—projects without a pathway to operational adoption fall outside scope

- A solo operator—success is contingent on board support, access, and coordination with other stakeholders

Time Commitment

This role is expected to require an average of 6–10 hours per week, with occasional spikes during system transitions or vendor onboarding. The commitment may be adjusted based on active initiatives and available support.

Term

This officer role is appointed for a one-year term, renewable by board vote based on performance and continued organizational need.

Reporting Hierarchy

The CIO reports directly to the Board of Directors and collaborates closely with the COO to ensure systems enable operational success and alignment with organizational priorities.

Support Provided

The Board of Directors commits to supporting the CIO through:

- Access to system credentials, infrastructure, documentation, and relevant contributors
- Participation of officers and maintainers in structured handovers of systems
- Authority to engage contractors or vendors (with board approval where required)
- Alignment with board-supported operational priorities

Evaluation Criteria

The effectiveness of the CIO role will be evaluated based on:

- Stability and uptime of core systems
- Responsiveness to infrastructure requests and member-facing needs

- Progress on reducing technical debt and shifting critical systems to sustainable support models
- Documentation quality and clarity of system governance
- Vendor engagement and roadmap implementation against agreed timelines