



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

JOB TITLE: VICE PRESIDENT, DEVOPS	REPORTING TO: CHIEF TRANSFORMATION OFFICER
DEPARTMENT: DEVOPS	POSITION: FULL-TIME/EXEMPT

Purpose of Position

The Vice President, DevOps is the senior executive accountable for the technical integrity, delivery execution, and fiscal sustainability of Orange County United Way’s enterprise technology ecosystem.

This role serves as the organization’s chief technical authority across application architecture, integrations, cloud infrastructure, data models, and delivery operations. Reporting to the Chief Transformation Officer, the VP ensures that technology investments are scalable, secure, cost effective, and directly aligned to organizational priorities and community impact.

In addition to executive leadership responsibilities, this role provides hands on technical leadership, stepping in as an architectural and engineering escalation point when complexity, cost, or delivery risk requires senior judgment.

The VP, DevOps owns end to end accountability for:

- Enterprise application architecture and design
- Delivery execution and portfolio prioritization
- Cloud and platform governance
- Vendor performance and cost management
- Security and compliance oversight
- Technical enablement and upskilling of staff
- Operational risk mitigation across all systems

Platforms under this role’s purview include Salesforce (multiple program implementations), AWS, JourneyDB, Andar, AssistOC, GetHelpOC, ThriveOC, WHOC, Workplace Campaign Processing, and related integrations and data pipelines.

Key Duties and Responsibilities

Enterprise Architecture & Technical Leadership

- Own the architectural integrity of all enterprise systems, ensuring solutions are scalable, interoperable, secure, and financially sustainable.
- Design and review data models, integration patterns, and system workflows with a focus on reuse and long-term maintainability.
- Serve as the senior escalation point for complex technical challenges, including Salesforce engineering issues, Apex code reviews, data queries, and integration troubleshooting.
- Evaluate and veto proposed solutions when cost, complexity, or design tradeoffs do not align



with organizational needs.

Hands On Engineering & Technical Oversight

- Review and author technical artifacts including Apex, SOQL, SQL scripts, data migration logic, and integration specifications as needed.
- Support one time and ongoing data operations across platforms, including SQL based imports and transformations for Andar and other systems.
- Guide best practices for SDLC execution, CI/CD pipeline design, and release management.

Cross-Functional Support & Operational Process Development

- Provide hands-on support to cross-departmental teams, assisting staff in resolving operational and technical challenges as they arise.
- Collaborate with program managers, data teams, and administrative staff to understand their workflows and identify opportunities for efficiency.
- Design, document, and implement scalable processes, workflows, and standard operating procedures (SOPs) that improve organizational coordination and reduce bottlenecks.
- Serve as a resource for staff training, helping team members adopt new systems, tools, and best practices.
- Bridge communication between technical and non-technical stakeholders to ensure systems and processes are usable, maintainable, and aligned with organizational goals

Product, Delivery & Portfolio Management

- Own the DevOps project portfolio, aligning delivery priorities to organizational strategy, funding constraints, and operational capacity.
- Conduct lean assessments and process mapping to inform system design and scope decisions.
- Step into active project management when staffing constraints require executive level intervention to maintain momentum.
- Anticipate upcoming stakeholder needs and proactively shape technical roadmaps.

Cloud, Platform & Cost Governance

- Oversee all AWS and Salesforce environments, including account structure, tagging strategies, and cost allocation models.
- Partner with Finance to manage budgets, forecast spend, and ensure accurate chargebacks and grant compliance.
- Negotiate vendor contracts and statements of work, balancing cost, scope, and delivery risk.

Security, Compliance & Risk Management

- Ensure cybersecurity reviews are conducted for all systems and integrations in partnership with CISOSHARE and internal stakeholders.
- Maintain compliance with HIPAA, FERPA, CCPA, and other applicable regulatory frameworks.
- Serve as the accountable executive for technology risk management and incident escalation.

People Leadership & Capability Building

- Lead, coach, and develop a multidisciplinary DevOps organization including engineers, developers, and project managers.
- Remove technical and operational blockers to enable team effectiveness.
- Upskill staff through direct mentoring, technical guidance, and curated learning resources.
- Handle escalations, performance management, and HR responsibilities associated with executive people leadership.

Innovation & Continuous Improvement



- Evaluate emerging tools and technologies for potential organizational value.
- Drive adoption of automation, interoperability, and data driven practices to improve service delivery and operational efficiency.

Job Requirements /Technical Knowledge

- Advanced hands-on knowledge of Salesforce engineering including Apex, SOQL, data modeling, and platform architecture.
- Working proficiency in SQL, Python, JavaScript, HTML, CSS, and familiarity with Java and XML based legacy integrations.
- Deep experience with AWS cloud architecture, account governance, and cost management.
- Strong understanding of modern API ecosystems, integration patterns, and data pipelines.
- Proven experience establishing and operating CI/CD pipelines and SDLC best practices.
- Expertise in cybersecurity principles, governance frameworks, and compliance standards.

Compensation

- Commensurate with experience, education, and market, \$175,000 – \$200,000. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Company Standards

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

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