
Director of Standards & Publications

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OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. Our vision is to be the preeminent ICT resource for the connected world with focused values in integrity, service, and excellence.

SUMMARY

The Director of Standards & Publications oversees all aspects of BICSI's Publications and International Standards Program under the guidance of the Vice President. This role is responsible for implementing strategic plans, managing program development, and overseeing standards and publications operations. The Director ensures that all activities align with BICSI's strategic goals, enhance the organization's reputation within the industry, and contributes significantly to the growth and success of the nonprofit association. The Director supervises assigned department staff.

SUPERVISORY ROLE

Directs and oversees development of the following positions:

- Manager, Standards & Publications Operations
- Senior Technical Editors
- Senior Technical Designer

Responsibilities include interviewing; hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

DUTIES/RESPONSIBILITIES

To perform this job successfully, the individual must be able to perform each essential function satisfactorily. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

- **Strategic Implementation and Program Management:**
 - o Implement strategic plans for BICSI's Publications and International Standards Program as directed by the Vice President.
 - o Lead the department in achieving goals and objectives set by senior leadership.
 - o Identify opportunities for program expansion and present recommendations to the Vice President.
 - o Align departmental initiatives with BICSI's overall mission and strategic objectives.
- **Management of Standards and Publications:**
 - o Oversee the development and release of technical manuals, standards, and related products, ensuring high quality and timely delivery.
 - o Direct all related activities to ensure compliance with legal, regulatory, and accreditation standards, including ANSI requirements, in coordination with the Vice President and Legal Affairs.
 - o Direct the development and enforcement of editorial style guidelines for manuals and related products.
 - o Manage processes for translations, reprints, and permissions, ensuring appropriate use of copyrighted material.
- **Financial Management:**
 - o Prepare and manage the departmental budget, submitting proposals to the Vice President for approval.
 - o Demonstrate sound fiduciary responsibilities; interpret financial data and recommend contingency plans as needed.
 - o Provide financial reports on actuals versus budget and projections to the Vice President.

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- **Leadership and Staff Development:**
 - Supervise and mentor department staff, including managers, editors, and designers.
 - Conduct performance appraisals, provide feedback, and develop staff through training and professional development opportunities.
 - Foster a collaborative and high-performing team environment.
- **Collaboration with Vice President and Senior Leadership:**
 - Provide regular updates to the Vice President on departmental performance, challenges, and opportunities.
 - Collaborate with the Vice President to align departmental initiatives with organizational strategy.
 - Participate in senior management meetings as required.
- **Stakeholder Engagement and Representation:**
 - Serve as the primary liaison to key volunteer groups, including the Technical Information and Methods Committee (TI&M), under the direction of the Vice President.
 - Oversee the committee's adherence to policies and procedures and provide guidance to committee leadership.
 - Inform committees of progress and relevant changes to standards and publications.
 - Represent BICSI at industry events, conferences, and meetings as authorized by the Vice President.
 - Build and maintain strong relationships with industry stakeholders, including other organizations, companies, and professionals.
- **Cross-Departmental Collaboration:**
 - Collaborate with other departments such as Professional Development, Credentialing, Marketing & Communications, Membership, and Legal Affairs.
 - Coordinate publications release schedules and updates to technical information across departments, ensuring alignment with organizational objectives set by senior leadership.
 - Work with Marketing & Communications and sales teams to promote manuals, standards, and related products.
- **Compliance and Risk Management:**
 - Ensure all activities comply with legal requirements and accreditation standards, in coordination with the Legal Affairs department.
 - Oversee responses to ANSI audits, including document preparation, data collection, and reporting.
 - Identify potential risks associated with program operations and develop mitigation strategies in consultation with the Vice President and Legal Affairs.
- **Innovation and Continuous Improvement:**
 - Stay current on developments in technical writing, editing, publishing, and standards development, including technological advancements.
 - Implement innovative practices to improve program efficiency and effectiveness.
 - Ensure staff receive relevant training and professional development.
- **Inventory and Supply Chain Management:**
 - Proactively monitor standards and publications inventory; determine order quantities and vendor lead times.
 - Work with third-party vendors regarding production costs and supply chain management.
- **Other duties as assigned.**

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REQUIRED SKILLS/ABILITIES

To perform this job successfully, this individual should have:

- **Proficiency in Microsoft Office Suite:**
 - o Essential applications: Word, Excel, PowerPoint, Outlook
 - o Project management tools: Project, Visio
 - o Collaboration platforms, such as: Teams, Zoom, Jira
- **Experience with Adobe Software:** Relevant applications such as Acrobat (for PDF management).
- **Familiarity with Association Management Systems (AMS):** Experience with AMS platforms or Customer Relationship Management (CRM) systems relevant to nonprofit organizations.
- **General Strong PC Skills:** Competence in internet research, file management, and using virtual collaboration tools (e.g., Zoom, Microsoft Teams, Jira).

TRAVEL

20% (primarily by air): Travel to BICSI conferences and other industry events as required. Must be able to obtain a U.S. passport.

EDUCATION AND EXPERIENCE

- **Required:**
 - o Bachelor's degree in a relevant field such as Engineering, Information Technology, Communications, Business Administration, Technical Communications, or a related discipline.
 - o 5 years of management experience required.
 - o Minimum of five (5) years of management experience.
 - o Minimum of three (3) years in standardization management efforts as staff or volunteer leader, preferably in a high technology industry related to communications and/or engineering.
 - o Experience with technical publications development and processes.
- **Preferred:**
 - o Master's degree.
 - o Three (3) years of information and communications technology (ICT) industry experience.
 - o Experience with ANSI standards development, processes, and accreditation requirements.
 - o Nonprofit association experience.

PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is typically moderate.

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COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.

Problem Solving – Identifies and resolves challenges in a timely manner; develops alternative solutions; works well in problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Potential to coordinate projects; communicate changes and progress and manage project team activities; complete projects on time.

Customer Service – Responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to other ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and seeks clarification; responds well to questions; participates in meetings.

Teamwork – Balances individual responsibilities; exhibits objectivity and openness to others' views; provides and welcomes feedback; contributes to building a positive team spirit.

Change Management – Builds commitment and overcomes resistance; supports those affected by change with a positive attitude.

Leadership – Exhibits confidence in self and others; inspires respect and trust; accepts feedback from others; displays passion and optimism.

Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Cost Consciousness – Works within budget; conserves Association resources.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports Association's goals and values.

Adaptability – Adapts to changes in the work environment; manages priorities and competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments.

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Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation – Meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence; measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources when necessary; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration; performs with integrity.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets or exceeds productivity standards; completes work in timely manner; strives to increase productivity.