world relief®

Chief Information Officer



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About **World Relief**

Founded in the aftermath of World War II, World Relief (WR) is a global Christian humanitarian organization that partners with local churches and communities to develop sustainable, locally-driven solutions to some of our world's most urgent problems. For over 80 years, in more than 100 countries, WR has focused on helping people affected by poverty, disaster, and displacement.

Mission

To boldly engage the world's greatest crises in partnership with the church.

Vision

WR envisions thriving, welcoming communities where families flourish, and people experience restorative relationships with God, their neighbors, themselves, and all of creation.



Values

The Example of Jesus

WR seeks to follow Jesus by living holy, humble and honest lives individually and corporately.

People

WR is a multicultural organization and seeks to understand and respect the multiplicity of cultures among us.

Partnership

WR seeks, facilitates, and promotes collaboration among all stakeholders including local governments, the worldwide church, mission agencies, other NGOs and the business community, recognizing partnership as essential to serving the most vulnerable.

Prayer

This is the priority and foundation for accomplishing their mission.

The Local Church

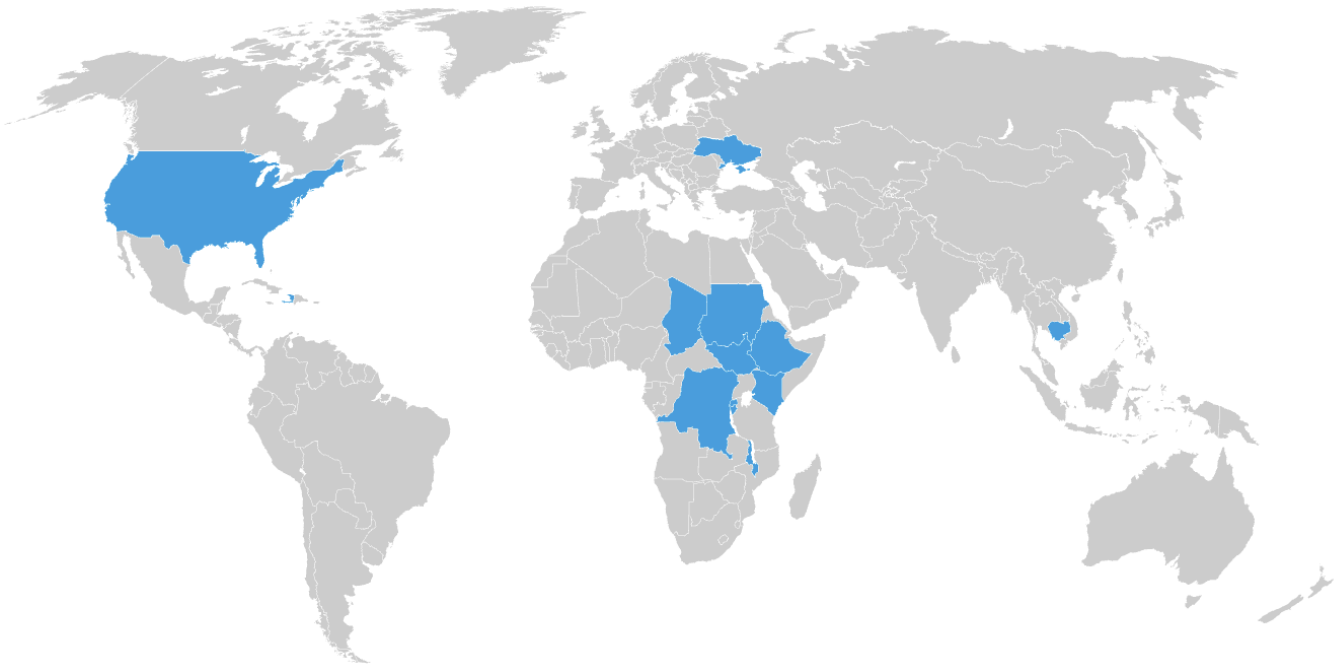
The integrated “word” and “deed” dimensions of God’s mandate, as evidenced through the church’s integral, or transformational, mission are necessary to bringing reconciliation and restoration to God, others, and the environment.

Excellence / Continuous Improvement

Following best practices and standards in a manner that is sustainable to the community from a spiritual, social and economic perspective.

Empowerment

WR prioritizes the leadership and participation of those they serve, whether people, churches or local institutions as critical to creating and sustaining change.





Statement of Faith

We believe:

- The Bible to be the Inspired, the only infallible, authoritative Word of God.
- That there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
- In the deity of our Lord Jesus Christ, in His virgin birth, His sinless life, bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- That for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.
- In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.
- In the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- In the spiritual unity of believers in our Lord Jesus Christ.

Services



Community Resilience

WR bolsters stability and creates resiliency through programming in savings, agriculture, water and sanitation, and health, in fragile communities at risk of displacement.



Humanitarian and Disaster Response

Through local responders and churches on the ground, WR rushes life-saving help like food, water, shelter, psychological support and more to people who are in urgent need in disaster zones.

Refugee & Immigration Work

WR engages in the creation of welcoming communities and in the associated advocacy and public policy efforts that lead to a sense of belonging and restoration for all those forced to flee their homes. As refugees and immigrants begin to rebuild their homes and lives, WR helps families find housing, learn English, access immigration legal services, pursue employment, build friendships and create long-term support systems.





Advocacy & Public Policy

In partnership with the local church, WR educates the general public on local and federal laws that impact the communities they serve, while also informing Christians on how to respond to policy through a biblical lens.

The **Opportunity**

World Relief is at a pivotal moment in the evolution of its global technology function. Over time, technology across the organization has developed in a highly decentralized manner, with significant ownership residing in local offices and program teams. While this model has supported contextual flexibility and local responsiveness, it has also resulted in uneven service delivery, fragmented systems, limited enterprise visibility, and increasing exposure in areas such as cybersecurity, compliance, and data integration.

As WR continues to grow in scale, complexity, and global reach, these gaps are no longer sustainable. To address this, WR is establishing the Chief Information Officer role for the first time.



This leader will have the opportunity to build and lead a more coordinated, mission-aligned technology function that strengthens the organization's ability to serve vulnerable communities around the world. The CIO will bring structure to a distributed environment, establish clear governance, and guide the organization toward more consistent, secure, and effective use of technology across U.S. and international operations.

This is not a role defined by large-scale immediate investment or rapid transformation through expanded resources. Rather, it is a leadership opportunity that requires disciplined prioritization, sound judgment, and the ability to drive meaningful progress within a resource-conscious environment. Success will come through phased execution, practical solutions, and a clear focus on the highest-impact initiatives.

The CIO will also play a critical role in leading organizational change. Working in close partnership with executive leadership, this individual will help define and implement an enterprise approach to IT governance, align diverse stakeholders around shared priorities, and build trust across functions and geographies. This will require both technical credibility and the relational capacity to influence decisions in a collaborative, mission-driven culture.

In the first 18 to 24 months, success will be defined by measurable progress in strengthening cybersecurity practices, establishing a scalable IT service model that reaches all offices, and introducing governance structures that bring clarity and consistency to how technology decisions are made across the organization.

This is a rare opportunity to shape the foundation of a global technology function in a way that directly advances WR's mission, enabling greater effectiveness, stewardship, and impact in communities around the world.



Ideal Candidate Profile

The ideal candidate will be a relational and credible technology leader who thrives in complex, mission-driven environments and is energized by the opportunity to build structure, alignment, and capability where it does not yet fully exist. This is a role for a leader who requires not fully formed systems or abundant resources, but for one who is motivated by building, aligning, and strengthening what is in place.

This leader will bring a demonstrated ability to introduce clarity and cohesion within decentralized organizations. They will be comfortable stepping into environments where systems, processes, and decision-making are distributed, and will have the judgment and patience to guide teams toward greater consistency without undermining local context or relationships. Success in this role will require both conviction and humility, the ability to lead change while earning trust across diverse stakeholders.

The successful candidate will be a pragmatic builder. They will know how to assess current realities, identify the highest-impact opportunities, and execute against a focused set of priorities within constrained resources. Rather than relying on large-scale investment or sweeping transformation mandates, this leader will make disciplined decisions, sequence initiatives thoughtfully, and deliver measurable progress over time.

This individual will bring strong technical credibility, with experience leading IT strategy, infrastructure, and cybersecurity in multi-site or global environments. They must be able to engage deeply with technical teams while also translating complex concepts into clear, actionable insights for executive leadership. Their expertise will inspire confidence and enable them to guide critical decisions related to systems, architecture, and risk.

Equally important, this leader will excel in collaboration. They will partner effectively with leaders across programs, Finance, HR, and Advancement to align technology with organizational priorities. They will demonstrate high emotional intelligence, strong listening skills, and the ability to navigate differing perspectives, helping the organization move toward shared standards and enterprise thinking.

The ideal candidate will also bring a global mindset and cross-cultural awareness, with an appreciation for the complexities of operating across diverse regions and resource environments. A passion for leveraging technology to advance mission impact, particularly in vulnerable and underserved communities, is essential.

Finally, this individual will possess a clearly demonstrated Christian faith and the ability to affirm WR's Statement of Faith. They will be deeply aligned with their mission and values and motivated by the opportunity to steward technology in service of the Church and the communities it serves around the world.



Key Responsibilities

Set IT Strategy and Align the Organization: Lead the development of and execute a focused IT strategy aligned with mission and operational priorities. Establish clear priorities and sequencing, ensuring disciplined use of limited resources. Partner with executive leadership to align technology with program, operational, and fundraising needs.

Establish Governance and Drive Enterprise Alignment: Design and implement an IT governance framework that brings clarity to decision-making across a decentralized organization. Lead the shift toward greater standardization while maintaining sensitivity to local context. Build alignment across functions around shared systems and priorities.

Strengthen Cybersecurity and Risk Management: Advance the organization's cybersecurity posture, including progress toward NIST-aligned practices. Address key risks such as device management, access controls, and data protection across global operations.

Build a Scalable IT Service Model: Establish a consistent, reliable IT service model across U.S. and international offices. Improve baseline services and leverage tools, including AI and automation, to extend capacity efficiently.

Lead Systems, Data, and Infrastructure Strategy: Provide oversight of core systems, including ERP, CRM, HRIS, data infrastructure, and knowledge management. Improve integration, data consistency, and reporting capabilities.

Develop Team and Organizational Capability: Assess team structure and capabilities, strengthening alignment between technical teams and business needs. Build a culture of accountability, service, and continuous improvement.

Advance Practical AI and Digital Enablement: Champion thoughtful, ethical adoption of emerging technologies – including artificial intelligence, automation, and analytics – to strengthen effectiveness, security, and long-term scalability.





Candidate Qualifications

- Demonstrated experience leading IT functions at the Director, VP, CIO, or equivalent level, with responsibility for strategy, operations, and team leadership
- Proven ability to operate effectively in complex, multi-site or global organizations, ideally with exposure to international environments
- Strong technical foundation across IT systems, infrastructure, and service delivery, with the credibility to lead technical teams and inform enterprise decisions
- Experience strengthening cybersecurity and managing risk, including familiarity with frameworks such as NIST, HIPAA, or similar standards
- Track record of building or improving IT capabilities within resource-constrained environments, with a focus on prioritization and practical execution
- Experience contributing to or leading digital transformation efforts, including exposure to AI, data, and system integration
- Demonstrated ability to lead through influence in decentralized or matrixed organizations, driving alignment across diverse stakeholders
- Bachelor's degree required, advanced degree or relevant certifications (e.g., CISSP, CISM, ITIL, PMP) preferred
- Ability to affirm World Relief's Statement of Faith



First 18–24 Month Priorities

- Establish a clear IT strategy and governance framework that aligns leadership around priorities, decision-making, and investment discipline across a decentralized organization
- Strengthen cybersecurity and risk management, including meaningful progress toward NIST-aligned practices and improved device and access control across global operations
- Build and begin scaling a consistent IT service delivery model that provides reliable support across U.S. and international offices
- Improve alignment and integration across core systems and data, enabling better visibility, consistency, and decision-making

Call to **Explore**

If this opportunity aligns with your experience and interest in leading technology within a mission-driven, global organization, we would welcome a confidential conversation. All inquiries will be handled with discretion and respect.

To begin a confidential dialogue, please contact:

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