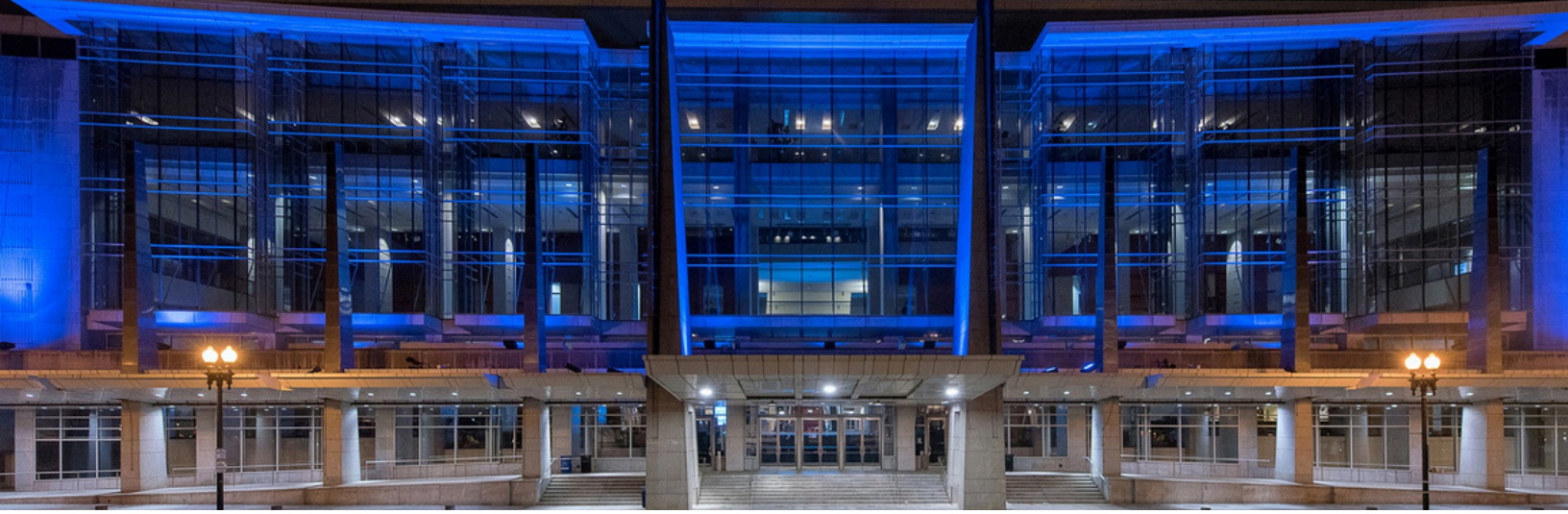


CHIEF INFORMATION & TECHNOLOGY OFFICER

Events DC | Washington, DC





Who We Are

Events DC is the premier host of conventions, entertainment, sporting and cultural events in the nation’s capital. From the Walter E. Washington Convention Center and CareFirst Arena, to our new home for virtual events, [GATHER by Events DC](#), our state-of-the-art venues and dynamic portfolio of events showcase the best of Washington, DC for visitors from across the city and around the world. Large or small. in-person, virtual or hybrid. We Make DC Happen!

Our Mission

Events DC generates economic and community benefits for the residents and businesses of the District of Columbia by creating premier event experiences in the nation’s capital, and through the promotion of Washington, DC as a world-class destination.

Our Purpose

Events DC is the official one-stop-shop for hosting conventions, entertainment, sporting and cultural events in the nation’s capital, driving economic and community impact for the District of Columbia.

Focused on Success

Events DC focuses on three business divisions that drive our success, serve our clients and community, and fuel local economic development:

- Conventions and Meetings - From our environmentally innovative Walter E. Washington Convention Center to the historic Carnegie Library at Mt. Vernon Square, Events DC offers a variety of venues to please crowds of all sizes.
- Sports and Entertainment - From electrifying concerts at the Festival Grounds to energy-packed health & fitness expos at the DC Armory and enthralling esports tournaments at Entertainment & Sports Arena, Events DC has the top-tier service and flexible facilities that let you name your own tune or game.
- Creative Services - Events DC strategically invests in markets and promotes the District’s premier cultural events and activities, driving revenue opportunities and generating economic and community benefits for the capital and our event partners.

Venues

[Walter E. Washington Convention Center](#)

[The Fields at RFK Campus](#)

[DC Armory](#)

[Carnegie Library at Mt. Vernon Square](#)

[CareFirst Arena](#)

[Festival Grounds at RFK Campus](#)

[R.I.S.E. Demonstration Center](#)

[Nationals Park](#)

[RFK Stadium](#)

[Skate Park at RFK Campus](#)

[Gateway DC](#)

[Gather by Events DC](#)

POSITION SUMMARY

Events DC is seeking a strategic and hands-on Chief Information & Technology Officer (CITO) to lead enterprise-wide technology strategy, operations, and innovation across a diverse and high-profile portfolio of venues and business lines. This executive will oversee all aspects of technology infrastructure, cybersecurity, enterprise systems, and service delivery, ensuring secure, reliable, and scalable solutions that support conventions, meetings, sports and entertainment events, and corporate operations.

Reporting directly to the President & CEO, the Chief Information & Technology Officer will serve as a key member of the executive leadership team and a trusted advisor to senior stakeholders. The role will drive enterprise technology strategy while ensuring operational excellence across help desk services, information governance, cybersecurity, infrastructure, and vendor partnerships. The CITO will also play a critical role in advancing digital innovation, enhancing the guest and client experience, and aligning technology investments with organizational priorities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Enterprise Technology Strategy & Leadership

- Develop and execute a comprehensive enterprise technology strategy aligned with Events DC's business objectives and growth priorities.
- Serve as the organization's senior technology advisor to the President & CEO and executive leadership team.
- Lead digital transformation initiatives that enhance operational efficiency, customer experience, and data-driven decision-making.
- Establish governance frameworks for technology investments, architecture, and enterprise standards.

Technology Operations & Service Delivery

- Oversee day-to-day IT operations, including help desk services, systems management, and end-user support.
- Ensure high availability and performance across networks, cloud environments, data centers, and end-user platforms.
- Drive continuous improvement in service delivery, performance metrics, and customer satisfaction.
- Lead operational planning to support a 24/7 event-driven environment across multiple venues.

Cybersecurity, Risk & Compliance

- Develop and implement a comprehensive cybersecurity strategy to protect enterprise systems and data.
- Oversee incident response, disaster recovery, and business continuity planning.
- Ensure compliance with applicable regulatory requirements, data governance standards, and privacy policies.
- Manage risk assessments, audits, and enterprise-wide security initiatives.

Enterprise Systems & Digital Infrastructure

- Oversee enterprise platforms including HRIS, finance, procurement, booking/event systems, and operational technologies.
- Ensure integration and optimization of systems across departments and venues.
- Lead modernization initiatives, including cloud adoption, automation, and data analytics.
- Drive technology solutions that support large-scale events, ticketing, digital signage, and guest experience technologies.

Vendor Management & Financial Oversight

- Develop and manage the enterprise IT budget and long-term technology investment roadmap.
- Lead vendor strategy, contract negotiation, and service level management.
- Evaluate outsourcing opportunities and ensure cost-effective service delivery.
- Monitor performance metrics and ROI for technology investments.

Team Leadership & Organizational Development

- Lead and develop a high-performing technology organization across infrastructure, applications, cybersecurity, and support services.
- Foster a culture of collaboration, innovation, and continuous improvement.
- Provide mentorship and professional development for IT leadership and staff.
- Build organizational capabilities to support long-term technology strategy.

Stakeholder Engagement & Collaboration

- Partner with Legal, Finance, HR, Procurement, and Venue Operations to align technology solutions with business needs.
- Communicate technology strategy, priorities, and risks to executive leadership and board-level stakeholders.
- Collaborate with venue leadership to support technology needs across conventions, entertainment, and public events.
- Serve as a visible leader representing technology across the organization.

QUALIFICATIONS

Ideal Candidate Profile

Events DC is seeking a strategic, service-oriented technology leader with experience operating in complex, multi-venue or customer-facing environments such as hospitality, sports, entertainment, or large public-sector organizations. The ideal candidate brings a balance of executive vision and operational leadership, with demonstrated success building and leading enterprise technology functions.

Key Qualifications

- Proven executive-level technology leadership experience in complex enterprise environments.
- Experience overseeing multi-site infrastructure and event-driven technology operations.
- Strong background in cybersecurity, governance, and risk management.
- Experience managing enterprise systems and digital transformation initiatives.
- Demonstrated success in leading and developing high-performing IT teams.
- Strong financial acumen with experience managing technology budgets and vendor contracts.
- Executive presence with strong communication and stakeholder engagement skills.
- Experience in hospitality, sports, entertainment, or public assembly venues preferred.

Preferred Credentials

- Bachelor's degree in Computer Science, Information Systems, or related field (Master's preferred).
- 10+ years of technology leadership experience.
- 5+ years leading IT teams and enterprise technology operations.
- Relevant certifications in cybersecurity, networking, or project management are preferred.

Leadership Competencies

- Strategic Vision & Innovation
- Executive Leadership & Team Development
- Cybersecurity & Risk Management
- Technology Governance & Compliance
- Financial & Vendor Management
- Change Leadership
- Stakeholder Engagement
- Service Delivery Excellence

Opportunity

This is a highly visible executive leadership role responsible for shaping the technology future of one of the nation's premier convention, sports, and entertainment venue organizations. The Chief Information & Technology Officer will play a key role in advancing Events DC's digital capabilities, improving operational efficiency, and delivering secure, modern technology solutions across this dynamic and event-driven environment.

KEY CHARACTERISTICS

- Hands-on technical leader who understands infrastructure, cybersecurity, and operations, and is equally comfortable leading strategy and engaging in day-to-day technical problem solving.
- Strategic thinker with execution discipline who can develop enterprise technology roadmaps while driving immediate operational improvements.
- Collaborative leader who operates effectively across technology, operations, and corporate functions.
- Customer-focused service mindset supporting both internal users and event-driven environments.
- Decisive and action-oriented, able to assess complex situations quickly and implement practical solutions.
- Executive presence with strong communication skills, capable of managing up to the CEO while collaborating across operations, finance, and administration.
- Business-minded with experience in technology budgeting, vendor management, and investment planning.
- A listener and relationship builder who reads organizational dynamics and builds trust across teams.
- Comfortable operating at all levels, from executive strategy to supporting individual user needs when necessary.

TOP PRIORITIES (FIRST 6-12 MONTHS)

- Partner closely with the President & CEO to align TMD strategy, ensuring both short and long-term technology priorities support organizational goals.
- Build strong, trust-based relationships with cross-functional leaders and the Technology Management Division (TMD) team, fostering collaboration, accountability, and alignment across the organization.
- Conduct enterprise technology and systems assessment, including org structure and outsourcing strategy.
- Lead Wi-Fi upgrade at the Convention Center and evaluate expansion across venues.
- Evaluate cybersecurity posture, incident response readiness, and SOC/NOC operations.
- Assess Help Desk operations, service delivery, and end-user support tools.
- Identify and prioritize equipment refresh and infrastructure modernization needs.
- Strengthen partnership and long-term strategy with Smart City network provider.
- Develop enterprise AI policy and technology roadmap, identifying opportunities for responsible AI adoption across operations and customer experience.
- Align technology strategy with LEED Platinum and smart building initiatives.
- Establish clear team structure, governance, and operational standards.



Carmen Rodgers

Executive Recruiter

SearchWide Global

info@searchwideglobal.com

Direct: 682.777.4735

If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, Carmen Rodgers.

SearchWide Global is a full-service executive search firm primarily for companies in the travel, tourism and convention, and hotel and lodging industries. We specialize in C-Level, Director and Management level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies.