

Chief Innovation & Operations Officer

www.icivics.org

ABOUT iCIVICS

iCivics is a nonpartisan, nonprofit organization dedicated to advancing civic education and strengthening constitutional democracy through engaging, high-quality educational resources. Founded in 2009 by former U.S. Supreme Court Justice Sandra Day O'Connor, iCivics works to ensure that students across the United States develop the knowledge, skills, and dispositions necessary to become informed and active participants in civic life.

Today, iCivics is one of the nation's leading providers of digital civics education. Its platform offers a wide range of interactive games, standards-aligned curriculum resources, and professional learning programs used by tens of thousands of educators and millions of students annually. Through partnerships with educators, policymakers, and mission-aligned organizations, iCivics continues to expand its reach and impact in classrooms nationwide.

We're not only the leading provider of civic education, but also working to catalyze a movement to prioritize civic education in the United States and demonstrate its impact in sustaining and strengthening our nation's constitutional democracy. We have built a coalition of over 400 organizations, known as CivXNow, to help propel this movement.

As the organization grows, iCivics is investing in innovation, technology, and operational infrastructure to scale its digital learning platforms, enhance educator engagement, and increase the efficiency and impact of its mission-driven work.

POSITION OVERVIEW

The Chief Innovation & Operations Officer (CIOO) is a key member of the executive leadership team, reporting directly to the CEO. This leader will drive organizational innovation while building and overseeing the product, operational and technology infrastructure required to scale the organization's impact.

The CIOO will serve as the architect of the organization's internal operating engine—ensuring that digital products, internal systems, data infrastructure, and cross-functional workflows operate together seamlessly. By combining strategic innovation with operational discipline, the CIOO will help the organization expand its reach, improve productivity, and sustain long-term growth.

This role will facilitate connections across product strategy, product development, technology strategy, artificial intelligence initiatives, impact research and enterprise operational systems to support the creation and delivery of high-quality educational content.

KEY RESPONSIBILITIES

Innovation, Product Strategy & Impact Research

- Oversee the organization's innovation agenda to define and execute the strategy for digital products, technology-enabled services, new partnerships, and new operational capabilities.
- Drive the development of a long-term roadmap for digital publishing platforms, educator tools, and professional learning systems that increase the reach and effectiveness of the organization's educational materials.
- Identify opportunities to leverage artificial intelligence and automation to improve content development, enhance product capabilities, and increase organizational efficiency.
- Work with CPO to support the product teams to ensure all products maintain the highest standards of historical accuracy, pedagogical integrity, political balance, and alignment with national and state social studies standards.
- Partner closely with leaders across departments to ensure product architecture supports emerging subscription models, licensing strategies, and data capture required for impact reporting.

Technology & Infrastructure Leadership

- In concert with the CTO, oversee the organization's technology architecture and engineering resources to ensure scalable, secure, and cost-effective infrastructure.
- Oversee the engineering, IT, and product development teams, implementing best practices in agile development, quality assurance, and cybersecurity.
- Facilitate the development of governance frameworks for responsible AI use and ensure the protection of proprietary data and intellectual property.
- Work with the CTO to ensure integration between core operational systems, including product platforms.
- Oversee compliance with key data privacy and accessibility standards, including FERPA, COPPA, and WCAG.
- Working with the CFO, CPO, and CTO, maintain the technology and product budgets with a focus on improving operational efficiency and maximizing return on investment.

Organizational Operations & Systems

- Design and lead the organization's operational infrastructure, ensuring that internal systems and workflows enable efficient execution across all departments.
- Oversee the selection, integration, and optimization of enterprise systems, including CRM platforms, collaboration tools, knowledge management systems, project management software, and digital asset management platforms.
- Facilitate the enhancement of operational processes that streamline collaboration between editorial, advocacy, product, development, and program teams.
- Own organization-wide business intelligence capabilities, including executive dashboards and reporting systems that provide a single, reliable source of data to support leadership and board decision-making.
- Own the continuous improvement cycle of project management standards and operational rigor to evolve execution, accountability, and cross-functional coordination across the organization.

Leadership & Culture

- As a senior executive, the CIOO will serve as a strategic partner to the CEO and Board on matters related to innovation, technology, and operational scale.
- This leader will recruit and develop high-performing interdisciplinary teams while fostering a culture of innovation, accountability, and continuous improvement.
- The CIOO will also serve as an internal champion of digital transformation, ensuring staff across the organization are equipped to leverage modern technology systems and emerging AI tools effectively.

IDEAL CANDIDATE

The ideal candidate brings a combination of product innovation, operational leadership, and technical expertise.

Key qualifications include:

- 8–10+ years of leadership experience spanning product, technology, or operational systems
- Prior senior leadership experience (VP Product, CTO, Chief Innovation Officer, or similar)
- Demonstrated success implementing enterprise operational systems and scaling organizational infrastructure
- Strong experience in digital product development and platform-based technologies
- Experience implementing AI-enabled tools, automation systems, and data analytics environments
- Familiarity with K-12 education technology, digital publishing, or mission-driven organizations strongly preferred
- Proven ability to build and lead high-performing, cross-functional teams

A bachelor's degree in a technical, engineering, or business discipline is required; advanced degrees such as an MBA or graduate degree in EdTech or computer science are preferred.

LOCATION

Remote

iCivics is an equal opportunity employer and does not discriminate on the basis of race, religion, color, creed, age, national origin, sex, sexual preference, or handicap.

For more information about this opportunity or to refer candidates, please contact Michael White at mwhite@cookeandwhite.com. For more information about Cooke & White Advisors, visit our website at www.cookeandwhite.com