



Program Manager, Association Management

ABOUT ISTO

Founded in 1999, ISTO, Inc. is a 501c6 not-for-profit organization that provides legal infrastructure and professional association management to technology consortia, industry alliances, and technical communities. ISTO has supported 70+ technology programs spanning a broad range of industries and emerging technologies. Our mission is to help collaborative technology organizations thrive by providing world-class operational, governance, financial, and administrative support that enables our programs to focus on innovation and industry impact.

As our organization continues to grow, we seek an experienced and relationship focused Program Manager to join our team!

ABOUT THE ROLE

The ISTO Program Manager serves as the primary relationship manager for a portfolio of technology alliances and industry consortia (ISTO Programs). This role combines relationship management, project management, governance support, and operational leadership to help our Programs achieve their goals while delivering an exceptional member experience.

Working closely with executive Board members, industry leaders, volunteers, as well as internal ISTO support teams, you play a key role in ensuring your assigned Programs are well-managed, financially sustainable, and positioned for growth and success.

WHAT YOU WILL DO

- Function as a driven, independent contributor working within a high-performing program management team
- Serve as the primary point of contact for assigned Programs, building trusted relationships with Board members, stakeholders, and member organizations
- Ensure that contracted support to assigned Programs is delivered professionally, on time, and with accuracy
- Manage daily operations partnering with Membership and Finance teams and legal counsel, as required, to provide professional, responsive support to assigned Programs

- Provide governance support, scheduling Board meetings (mostly virtual) and coordinating governance activities, including drafting agendas, meeting minutes, action items and member communications
- Manage operational and strategic initiatives from planning to successful completion, including budget development and tracking
- Monitor Program health, member engagement, and financial sustainability while identifying opportunities for improvement and growth
- Support new Program launches, including drafting governance documentation, establishing governing Boards, working with website vendors to create Program websites and logos and other branding materials, and draft press announcements, as required.
- Coordinate vendors and outside contracted resources, as needed, to support Program initiatives
- Recommend process improvements, best practices, and new tools that enhance operational efficiency and member services
- Track project time and ensure services are delivered within contracted support levels
- Travel periodically to support Program and team meetings and member events

WHO WE ARE LOOKING FOR

The ISTO Program Manager serves as the primary relationship manager and operational leader for a portfolio of industry alliances and technology consortia in the ISTO Federation.

This highly diverse and collaborative role works within a team environment and combines relationship management, project management, operational execution, governance support, and strategic program oversight to support assigned ISTO Programs.

This position is ideal for someone who enjoys building trusted relationships, managing multiple priorities and solving problems creatively.

Required Qualifications

- 5–7 years of experience in program management, project management, association management, nonprofit organizations, or technology-focused organizations
- Familiarity with nonprofit governance, membership organizations, or technology industry alliances
- Excellent written and verbal communication skills
- Exceptional organizational and time management skills with the ability to manage multiple priorities concurrently
- Strong interpersonal skills with the ability to build trusted relationships
- Ability to quickly learn/apply new technologies, processes, and business concepts

- Professional presence and confidence interacting with C-Suite leaders and Boards of Directors
- Bachelor's degree
- A US Passport

Preferred Qualifications

- Experience supporting Boards of Directors or member-driven organizations
- Experience leading cross-functional projects and collaborating with diverse stakeholder groups
- CAE certification

WHAT ISTO OFFERS

ISTO is a highly respected pioneer in the association management landscape for technology collaborations. We offer flexible working conditions and very competitive compensation. Training and onboarding will be provided for ISTO policies, systems and processes.

At ISTO, you'll work with global leaders from the world's most innovative technology organizations. Every day brings opportunities to collaborate across industries, solve new challenges, and help organizations shape the future of technology.

If you enjoy building relationships, managing meaningful projects, and making a measurable impact, we'd love to hear from you. Apply today.

Please submit CVs/resumes with cover letter to Hiring@isto.org.