

Chief Information Officer

Summary

Responsible for providing technology leadership and management of technology systems and services at client institution. This includes management of strategic and tactical activities to ensure client satisfaction, technical delivery, contract compliance, and resource management at the client site. Creates and implements client's information technology strategy. Reports to the General Manager.

Essential Duties and Responsibilities

These duties are typical, but not inclusive of other duties as client and company needs change.

- **Strategic / Customer Focus**

Maintains regular contact with client executives and staff; develops a positive client relationship. The CIO focuses on client liaison and strategic aspects of Managed Services activities at the client location. Advises client on status of technologies at the institution relative to the client's strategic goals and objectives.

Manages the day-to-day operations of the information technology department including directing staff, who support administrative and/or academic computing, networking, user services, telecommunications and other information technology functions. Assess and anticipates technology projects and recommends appropriate action and resources. Identifies user needs, resolves problems and directs building of teams to work across all levels of the organization. Establishes and directs the strategic and tactical goals, policies, and procedures for the information technology department. Recommends and/or determines the institution's long-term system needs and proposes hardware/software solutions to accomplish the institution's business objectives and to support campus goals.

Actively participates in a number of key client committees, cabinet and/or Board-level meetings, ad-hoc advisory groups, institutional/community activities and planning committees. Interfaces with and participates in all facets of the Corporate Client Services Management team functions. Coordinates, submits, reports, and manages problem resolution for all Federal and State requirements for student, personnel and financial records. Works with Managed Services management to coordinate corporate resource requirements to complete and update annual strategic plans.

- **Business Development**

Participates in the development of strategies and the completion of contract upgrades and renewals with General Managers and Vice Presidents. Recognizes, creates, and tracks value-added and ROI activities for client.

Responsible for ensuring contract administration, extensions, and enhancements. Negotiates and maintains responsibility for managing various IT related vendor contracts. Assists with or creates requests for proposals for IT related projects. Translates and articulates administrative and educational goals of the institution into technical initiatives. Directs budgeting, strategic and tactical planning, business processes and database system strategy. Completes and monitors site budgets and business plans; reviews monthly revenue and expense reports. Prepares and submits required corporate reports in a timely manner.

- **Management / Leadership**

Implements company policy, methodologies, procedures and practices at site location.

Responsible for hiring all company staff assigned to support a client's information technology operations. Responsible for managing on-site personnel actions, staff training and development. Communicates regularly and effectively with Managed Services management on significant site issues, risks, opportunities, and general progress towards contractual and business goals. Manages complex technical projects and technical operating units. Makes recommendations and oversees implementation of all key IT-related functional units. Communicates IT-related information on projects, service levels, tasks and issues to the appropriate audience using the appropriate mediums. Proactively supports corporate initiatives and programs. Leads and directs efforts using appropriate management skills including project management, budget administration, decision making, communication, and time management skills. Leads and directs efforts using appropriate management skills including project management, budget administration, decision making, communication, and time management skills.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education And/Or Experience

Requires a minimum Bachelors degree. Advanced degrees strongly preferred
8 - 10 years of experience in the Information Technology field; or equivalent combination of education and experience leading IT strategic initiatives in a college or university environment.
Strategic/Customer Focus: Proficient decision-making and time management skills. Strong leadership abilities. Maintains current knowledge in use and trends of technology in higher education. Ability to work in a politically-sensitive environment with various campus constituencies and conflicting goals.
Process/Improvement Focus: Strong written and verbal communication skills. Adaptable, open to change, creative in problem resolution, and innovative in generating solutions.
People/Empowerment Focus: Able to give and receive feedback at all levels of the organization. Strong coaching, empathizing, and empowerment abilities.
Risk/Value Creation Focus: Able to take initiative and responsibility for projects, promote teamwork and collaboration between Client and SGHE staff.
Must have stress-management skills.
Must possess planning and organization skills.
Strong understanding of Administrative/ERP Computing systems for in any of the following ERP solutions: Datatel Colleague (preferred), Sungard Higher Education Banner, PeopleSoft, Oracle, Jenzabar, etc.
Strong understanding of Network/Telecom, Instructional Technology and User Support Services.

