Position Announcement

Western Connecticut State University
Information Technology & Innovation
Chief Information Officer

Western Connecticut State University is pleased to announce applications are being accepted for the position of Chief Information Officer.

WCSU is committed to enhancing our diverse university community by actively encouraging people with disabilities, members of LGBTQIA and BIPOC communities, veterans, and women to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion.

The Chief Information Officer (CIO) reports to the President. The CIO serves as the University’s most Senior Information Technology (IT) Leader and is responsible for creating, managing, and directing the IT vision, strategy, and roadmap to help fulfill the mission and vision of WCSU. Under the leadership of the President, the CIO is responsible for leading the University’s IT strategy, operation, and function including building and managing the infrastructure, technologies and data that enable digital transformation. The CIO directs the comprehensive design, development, installation, and operation of academic and administrative information technology creating an efficient and effective WCSU systems environment. This includes development of strategic WCSU policies for the use of IT systems in support of WCSU’s mission and strategic plans.

The incumbent will be a person with great strategic vision and a keen focus on client service who possesses a record of professional experience that demonstrates progressive responsibilities and management experience in a complex IT environment. Incumbents will have demonstrated success at managing and leading change in a collaborative organization and will have extensive experience with project management, business process reengineering, and budgeting. The ability to recruit, develop, and retain the highest caliber technology professionals is expected.

The CIO provides forward-looking vision, leadership and long-range direction for the development and implementation of information technology initiatives that align with the University’s mission and strategic plan. The CIO also works closely with the academic leadership to develop new approaches and tools for learning and research, and to create new knowledge and new business opportunities. The CIO keeps abreast of new and emerging digital and business trends, develops, and executes an IT strategy that takes advantage of these trends, and collaborates with other business leaders to embed digital opportunities in business strategy.

The CIO coordinates the adoption of technology standards and information policies at the University and establishes practices that improve the efficiency, effectiveness, and security of the IT environment, including research and educational systems, networks, data centers, cloud computing, ERPs (Enterprise Resource Planning) and related systems, desktops, and mobile devices.
The CIO is responsible for shared business service strategy and operations, enabling cross-functional synergies, managing vendor relationships, and coordinating with business leaders to understand needs and coordinate anticipated technology and product changes. The CIO will lead the Information Technology & Innovation (IT&I) division and is responsible for the performance of all IT&I department’s professional, technical and support personnel.

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

1. Provides strategic direction for the long-term development of WCSU’s information technology, including research into emerging technology and setting standards and policy for installations, maintenance, and operations.
2. Partners and collaborates with the Provost and Vice Presidents in advocating for the use of technology in campus operations, funding, and integration into academic and physical building operations, identifies opportunities for innovation, optimization, and efficiencies across all major divisions.
3. Serves as an advocate for technology portfolio optimization, operation, and rationalization, ensuring that WCSU maximizes its investment in current and future technology acquisitions.
4. Ensures technical interoperability works with internal and external stakeholders to identify service improvement and innovation opportunities and oversees the creation of service roadmaps.
5. Working with the various stakeholders throughout WCSU, directs the design, development, installation, and maintenance of WCSU’s computer, network, and telecom infrastructure. This responsibility includes determining the technology available to meet those needs; developing budgets, selecting proper equipment and software, project management and oversight, and directing the installation, testing and operation of the systems. The CIO ensures that documentation and security reviews are conducted throughout the lifecycle of the system.
6. Serves as the WCSU internal primary contact for WCSU with State, and Federal Audit organizations for IT related requests.
7. Manages IT Governance Structure of the Board of Regents (BOR) Directed Policy and sets policies and standards for IT operations and procurement through BOR IT Governance Structure. Provides oversight and approves strategic IT procurement and projects, ensuring optimization and standardization and regularly attends scheduled meetings with system CIO representatives, and provides updates to the President.
8. Manages and oversees WCSU’s Information Security Program to ensure program goals. In this capacity, conducts emergency CAB authorizations, approves risk assessments and firewall rule changes. Responsible for protecting the confidentiality, integrity, and availability of data and information systems and strengthening WCSU’s preparedness, timely response, and rapid recovery in the event of a cyber-attack, natural disaster, or other emergency or overall business continuity needs.
9. Performs comprehensive annual and long-term budget and resource planning to ensure effective
and efficient technology and support operation.

10. Ensures the standardization of systems and applications, while maintaining a strategic relationship with key vendors. Working closely with industry partners, the CIO will ensure maximum standardization and technology efficiency through vendor relations and strong communications with other Connecticut State Colleges and Universities (CSCU) System IT leadership. Works closely with the Finance department to ensure maximum return on all strategic IT&I investments.

11. Provides ongoing support to service managers/owners by acting as a sounding board in a business and people related capacity; uses high-level consulting skills to coach and provide feedback to service managers on leadership direction and style.

12. Educates IT personnel and the business at large about the benefits of integrated business services and facilitates consensus on business process standardization.

**Qualifications:** Bachelor's degree required; master's degree preferred in a related field; Nine (9) years of experience in a higher education system with progressive technology leadership positions.

Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Demonstrated ability in leading information technology to the needs of a complex organization with multiple departments and large numbers of users in systems and applications.
- Experience working within a unionized environment preferred.
- Experience securing and managing highly confidential data, ID and personal data protection including non-employee and customer data.
- Demonstrated ability to develop strategic plans for long-term needs in those fields.
- Demonstrated ability to direct the work of professional and technical staff in designing, developing, installing, operating, and maintaining complex technical systems, and communicating technical requirements to campus executives in alignment with the institutions strategic goals.
- Demonstrated ability to manage large budgets for personal services, capital, and operating expenses.

Equally significant qualifications include impeccable integrity, strong drive, and motivation to succeed, high-level of energy, excellent analytical and problem-solving abilities, first-rate oral and written communication skills, and exceptional interpersonal relationship and team-building skills. Incumbents will also have significant technical competence, having progressed through roles of increasing responsibility managing technology organizations. Providing transparent and cost-efficient operational leadership is critical for this person to be successful, as is the ability to use technology to translate client/institutional needs into workable business solutions. Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students.

Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.
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Salary & Benefits: The hiring salary range is $185,888 - $232,360 and is commensurate upon candidates' experience. WCSU offers a comprehensive benefits package. Additional information on benefits can be found at www.wcisu.edu/hr/benefits/. All employment, if offered, is contingent upon proof of citizenship or employability under the requirement of the Immigration and Control Act (IRCA) and the successful passing of a background check. WSCU is committed to providing a safe campus community. Background investigations include reference checks, a criminal history record check and, when appropriate, a financial (credit) report or driving history check.

Application Process: Prospective candidates must submit a cover letter, which includes the names and contact information for three (3) professional references and a resume. Email your application materials as one (1) complete file (PDF or Word format only) to: Ms. Peggy Boyle, University HR Administrator – Recruitment & Labor Relations. In subject line of email reference: Your Last Name – Chief Information Officer. Application materials must be emailed to hrpositions@wcsu.edu and be received no later than Friday, March 15, 2024. Late applications will not be accepted.

State and Federal requirements expect that organizations with 100 or more employees invite applicants to self-identify gender and race. We kindly request all applicants to complete the Affirmative Action Data Questionnaire via the following link. http://wcsu.edu/diversity/affirmative-action-data-questionnaire/. Any questions may be directed to Ms. Keisha Stokes in the WCSU Office of Diversity and Equity at stokesk@wcsu.edu. Completion of this data will not affect your opportunity for employment, or terms or conditions of employment. This form will be used for reporting purposes only and will be kept separate from all search records and only accessed by the Office of Diversity and Equity.

Western is an Affirmative Action Equal Opportunity Educator/Employer