



## Classification Description

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**Job Title:** Vice President, Information Technology & Digital Strategies/Chief Technology & Innovation Officer (CTIO/CIO) **Pay Grade:** Executive

**Job Code:** T066

**FLSA Status:** Exempt

### **Job Purpose**

This position provides leadership for all technology and related services that support student learning, administrative processes, planning and research. This position is responsible for the effectiveness and oversight of all enterprise applications used College-wide. This position works collaboratively with constituent groups in setting priorities for the deployment of secure information technology needed to carry out the instructional and administrative goals and objectives of the College. The Vice President of Information Technology & Digital Strategies/CTIO-CIO provides strategic direction and leadership in the delivery of distance learning technology, instructional design and is responsible for the College's online platform. Additionally, this position oversees Marketing, ensuring alignment with the College's strategic initiatives and enhancing the College's brand presence. The role also includes leading the College's digital transformation efforts, ensuring that innovative technologies are leveraged to improve student and faculty experiences and operational efficiency. This position provides leadership and direction in the management, development and support of the College's reporting, data and analysis needs. This position manages the division of information technology, including all personnel and budget of this division. This is an executive on annual contract position and reports directly to the President of the College.

### **General Responsibilities**

#### **Essential Functions**

Serves as a thought leader and decision maker on technology, leading a cross divisional team in planning, analysis, and technology selection for the College.

Leads the digital transformation initiatives to modernize and innovate the College's technology landscape.

Provides strategic oversight of the College's marketing efforts, ensuring cohesive and effective brand messaging

Stays abreast of emerging technologies and trends in higher education, marketing, and digital transformation.

VICE PRESIDENT, INFORMATION TECHNOLOGY & DIGITAL STRATEGIES/CHIEF TECHNOLOGY & INNOVATION OFFICER (CTIO-CIO)

Promotes a culture of innovation and continuous improvement within the IT and Marketing divisions.

Leads initiatives to improve operational efficiency and enhance the user experience for students, faculty, and staff.

During times of significant digital transformation and process improvements, this position may be tasked with overseeing additional departments to ensure cohesive and effective implementation of new technologies and processes.

Provides temporary leadership and support to departments undergoing major changes, ensuring smooth transitions and alignment with the College's strategic goals.

Serves as a strategic business partner responsible for developing and revising strategic business plans and processes as they relate to technology resources.

Ensures strategic adoption of best practices to align Enterprise Applications with strategic goals of the College.

Plans, coordinates, and directs distance and blended technologies (learning technologies) used in distance learning operations of the College.

Provides direction to identify areas of learning technologies that the College should target for future consideration. Collaborates with academic administrators to promote learning technologies that align with academic initiatives.

Coordinates and oversees the submission of data analysis and reports that satisfy academic, administrative, state and federal requirements.

Provides oversight and coordinates with the Information Security Officer to develop and implement security policies and procedures. Ensures the College's security posture is adequate and provides data protection to all users of the College systems.

Evaluates new technological advances made in enterprise applications, educational computing, and systems structures and for developing more efficient and effective methods of providing academic and administrative services.

Directs the day-to-day technical and business aspects of hardware and infrastructure services, enterprise applications, voice and data communications, network and systems administration, help desk, integrated applications and Enterprise Resource Planning (ERP) systems.

Publishes policies and procedures for carrying out College information system operations. Keeps abreast of information technology developments and their appropriate applications within the College.

VICE PRESIDENT, INFORMATION TECHNOLOGY & DIGITAL STRATEGIES/CHIEF  
TECHNOLOGY & INNOVATION OFFICER (CTIO-CIO)

Develops policies and procedures related to the College's acceptable use of learning management resources.

Develops information security controls related to learning delivery systems that comply with applicable laws, rules and standards.

Coordinates distance learning such that the learning delivery systems comply with federal, state, and regional laws governing such distribution.

Consults with senior management to analyze information technology needs for management information and functional operations to determine scope and priorities of projects, and to discuss system capacity and equipment acquisitions.

Identifies, implements, and evaluates enterprise systems and services that cross information services unit and organizational boundaries.

Keeps informed of new developments in technology-based learning delivery systems, and implements when appropriate.

Directs the acquisition and implementation of technology in the College, including developing standards for selection, acquisition, project plans, deployment and use of technology.

Develops operational case analyses for new applications and enhancements and upgrades to existing applications and/or architectures.

Ensures the College's interests are considered in developing technology plans/policies that impact their operations.

Represents the College in state, regional, and vendor information forums.

Performs administrative duties including, but not limited to, preparing and monitoring the departmental budget, establishing effective reporting for controlling the departmental resources, personnel recommendations, and performance appraisals.

Takes an active role in working with other department leaders in planning and designing technology solutions for their areas and provides detailed information on costs/benefit/solution for these potential systems changes/updates/etc.

Exercises initiative and judgment in solving problems in existing systems, as well as future implementations.

Handles emergencies with extreme competence in order to minimize the disruption to College operations.

Fosters communications with users on project priorities and statuses.

## VICE PRESIDENT, INFORMATION TECHNOLOGY & DIGITAL STRATEGIES/CHIEF TECHNOLOGY & INNOVATION OFFICER (CTIO-CIO)

Meets with subordinates to discuss progress of work, training requirements, and to resolve problems.

Supervises the activities and development of departmental personnel; adjusts hours of work, priorities, and staff assignments to ensure efficient operation.

Negotiates with consultants, technical personnel, and vendors for services and products.

Oversees the development, maintenance and testing of disaster recovery plans.

Attends and serves on various College committees as needed and assigned to advise, coordinate and assist in future planning; attends technical conferences and seminars.

Provides and maintains cellular telephone and high-speed internet technology services, which allow immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher education.

Seven (7) years of work experience during which the primary focus of responsibility has involved a broad range of information systems activities, of which four (4) years must be in a managerial capacity.

Experience managing Banner ERP systems.

Demonstrated experience using or managing SQL in an Oracle database environment, JCL, C+, Unix and Windows operating systems, Microsoft Office and various computer systems architecture is required.

Demonstrated experience preparing project plans.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

**Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

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**Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: May 15, 2024.