



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Chief Information Officer
LOCATION:	Information Technology
REPORTS TO:	Vice President for Business Affairs
GRADE:	BOE 18
WORK SCHEDULE:	Non-Standard, 35 hours per week
SUPERVISES:	Professional, non-classified, classified and hourly employees

BASIC FUNCTION: Provide technology vision and leadership through development and management of technology systems and services in support of the College mission

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Establish and direct the strategic and tactical goals, policies, procedures and organization for the information technology department which supports information systems, instructional technology, data and voice networks, the technology infrastructure, and technology training and support for students, faculty and staff.
- Lead departmental staffing, professional development, evaluation and mentoring.
- Plan and monitor technology capital and operating budgets including maintenance and renewal for technology assets.
- Recommend technology solutions and resource requirements to maximize the value of CCRI's information technology resources, to accomplish business objectives and to support institutional goals.
- Define and analyze metrics to encourage continuous improvement in service reliability, user satisfaction, and resource management.
- Provide technology vision through participation in various committees (e.g., College, Board of Education and Council on Postsecondary Education) and regional working groups.
- Negotiate and manage vendor contracts for hardware, software and technology related services.
- Empower teams to work across all levels of the organization to satisfy user needs, resolve problems, and enable technology solutions.
- Communicate to the college community about IT-related projects, services, tasks and issues using a variety of mediums including the web.
- In partnership with CCRI's President's Council drive strategic change to better leverage technology across the college enterprise.
- Additional responsibilities as assigned by the Vice President for Business Affairs.

OTHER DUTIES AND RESPONSIBILITIES:

- Respond to technical emergencies outside of normal working hours as needed.
- Maintain current knowledge in the use of and trends in technology in higher education.

CRITICAL SUCCESS FACTORS:

- Create an environment where IT colleagues enjoy coming to work in a culture characterized by a high level of morale and motivation.
- Work with colleagues in IT to ensure understanding of, and commitment to, strategic priorities. Ensure that resources are aligned with top priorities and goals.
- Ability to develop and maintain effective working relationships throughout the College and within the Department of IT.
- Demonstrate strong leadership, management and interpersonal skills.
- Ability to bring a focus on increasing technology and information literacy for all members of the CCRI community.
- Possess the necessary management experience and skills to direct the staff in their performance of IT activities.
- Gather and analyze data used to continuously improve IT services.
- Represent the College with the highest degree of professionalism, both internally and externally.
- Create a strong customer service orientation within the IT staff.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions

QUALIFICATIONS:

- Bachelor's degree with commensurate level of experience required; OR a Master's degree in Computer Science, MIS, Business or a closely related field preferred.
- Minimum of five years of significant, successful experience managing a large IT organization is required, ten years of experience preferred; Experience in a higher education environment is preferred.
- Significant IT leadership and management expertise with specialty experience in several of the following areas: a)ERP systems implementation, migration and design (Banner preferred), b)Instructional technology, c)Infrastructure and networking, d)Administrative and business process design and development in higher education.
- Strong listening and communication skills and the ability to work effectively and collegially with faculty, administrators, staff, students and colleagues are required.
- Excellent analytical, planning and organizational skills are required.

- Demonstrated experience forming and maintaining collaborative partnerships across complex organizations with diverse constituencies is required.
- A strong record of innovation and the ability to understand and have an awareness of emerging trends in information technology within higher education is required.
- Success as a change agent with a proven track record of producing operational results and building a strong team culture within an IT organization, while stressing an environment of customer service and support, is required
- Demonstrated experience with security issues, IT policy development, legal issues regarding technology, and business continuity planning is required.
- The ability to comprehend, interpret and effectively communicate complex technical information is required.
- Experience with budget development and management is required.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

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