

Job Title:	Associate CIO and Executive Director Administrative Information Services	Grade:	Q
Department:	Information Technology Services	FLSA:	Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Responsible for strategic planning, implementation and operational support of college information systems including software development and maintenance projects and provides professional staff support to the Associate Vice President for Information Technology and CIO. Provides technical support and guidance to directly reporting staff and to college staff indirectly supporting these activities.

Characteristic Duties and Responsibilities:

1. Administers college information systems, database projects and production systems. Coordinates among the client offices and various units of Information Technology Services in systems development, project management, testing, and implementation.
2. Develops and implements long-range strategic and near-term operating plans and prepares periodic progress reports. Develops and administers state and county budgets for the Department.
3. Researches, evaluates, recommends and implements emerging technology-based opportunities for improving college operations and services. Communicates with vendors, users, management, and technology staff.
4. Develops and supervises staff by defining and prioritizing goals, assigning tasks, providing guidance and direction; evaluating performance; promoting personal and professional development. Establishes general schedules and priorities for system, programming, standards, communications, and other support projects.
5. Manages in-depth process analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems. Exercises discretion and independent judgment in comparing and recommending solutions.
6. Manages the design, implementation, and ongoing operations of a comprehensive data warehouse, encompassing human resources, financial, and student information. Facilitates access to analytical information.
7. Develops, implements and enforces policies and procedures regarding software and hardware, reporting, database access, license compliance, backups, system security, project plans and status reports.
8. Authorizes and monitors data access and production software changes; administers charge back to client departments for services.
9. Advises supervisors and committees on systems issues; participates in budgeting and strategic planning.
10. Assists with the development and implementation of divisional goals and objectives.
11. Provides staff assistance to the CIO and management within ITS.

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12. Assists with the development, implementation, and maintenance of the strategic master plan for technology that is based on college-wide participation and encompasses a multi-campus and digital delivery system; provides responsive advice, counsel, and service.
13. Represents ITS and acts on behalf of the CIO on committees, task force groups, and other strategic planning activities as needed.
14. Oversees the management of the ITS Help Desk.
15. Develops and maintains a disaster recovery plan to ensure business continuity.
16. Performs other job-related duties as assigned.

Reporting Relationships:

- Direction Received:** Reports to Associate Vice President, Information Technology Services and CIO.
- Direction Given:** Responsible for the management of a department or major function with activities typically coordinated through administrative personnel at or above the first level of supervisors or through employees having mid- to upper-level management or professional responsibility

Minimum Requirements:

Bachelor's degree in Engineering/Computer Science or related field and seven years of experience in the administrative information systems; three years of experience with senior management in a mid-size to large organization; proven skills in multiple project management and successful history of planning, implementing and maintaining support systems in a higher education institution

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of computer software/hardware configuration, vendor relationships, budget management, procurement and system migrations

Knowledge and experience in Datatel Colleague, Unidata, and other relational databases

Knowledge and experience in Internet protocols, systems analysis and design, programming languages & development tools.

Knowledge and experience in Unix, MS-Windows operating systems and productivity applications.

Knowledge and experience in project planning, implementation and management.

Job Description

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Commitment to customer service and team-oriented management.
Ability to develop and implement strategic plans
Leadership skills
Excellent analytical and organizational skills.
Strong verbal, written and interpersonal communication skills.
Ability to work independently and reliably to ensure activities are completed within time and budget.

Working Conditions:

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse