Job Description

Job Title:	Associate Chief Information Officer	**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:

Provides vision and leadership for Information Technology Support Services and serves as the Chief Information Security Officer for the college. Reporting to the CIO, this position will also work closely with other ITS teams and college senior leadership.

Characteristic Duties and Responsibilities:

1. Oversees four key technology support service areas that include Client Services, Campus Technology Services, Colleague Training Center, and Information Security.
2. Develops and implements departmental goals and objectives; recommends and administers policies and procedures.
3. Provides guidance for senior leadership of ITS with regards to Information Technology Support Services and Information Security policies.
4. Supervises and participates in the development and administration of department's budget. Directs the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures.
5. Oversees and manages processes and plans associated with the ITS service level agreements and performance metrics.
6. Develops and helps manage processes and plans associated with continuing business operations in the event of a disaster disrupting network services, computing services, and telecommunication services.
7. Assists the CIO in the development, maintenance, and implementation of a strategic master plan for technology that is based on college-wide participation and encompasses multi-campuses and an online delivery system.
8. Assists the CIO with the marketing and communications of ITS activities and announcements to students and employees of the college as well as external communications including publishing opportunities and participation in speaking engagements.
9. Other duties as assigned

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. July 2011

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Reporting Relationships:

Direction Received: Reports to the CIO/ Associate Vice President of ITS

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 Computer Science, Master's Degree preferred. Four to Six years experience in Information Technology or related field.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge and experience in project planning, implementation and management

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

Excellent analytical and organizational skills

Excellent verbal, written, and interpersonal skills, with the ability to interact with people from various backgrounds and seniority levels at the college

Knowledge and experience in Datatel Colleague and other relational databases

Commitment to customer service and team-oriented management

Working Conditions:

Typical office environment

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