Associate Vice President & Chief Information Officer

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Details: Posted: April 8, 2026
Level: Executive 1
Hours: Full-time, 40 hours per week
Closing Date: The committee will begin review of applications immediately. Applications must be submitted by 4:00pm (EST) on Wednesday, May 6, 2026. Location: Charter Oak State College
185 Main Street
New Britain, CT 06051 This is an on-campus position. There may be an opportunity for partial telework, which can be discussed during the interview process. Please take a look at our website to find out more about our college. Charter Oak State College Mission: As part of the Connecticut State Colleges & Universities (CSCU) system, Charter Oak State College, the state's only public, online, degree-granting institution, provides affordable, diverse, and alternative opportunities for adults to earn undergraduate and graduate degrees and certificates. The College's mission is to validate learning acquired through traditional and non-traditional experiences, including its own courses. The College rigorously upholds standards of high quality and seeks to inspire adults with the self-enrichment potential of non-traditional higher education. Charter Oak State College Vision: Charter Oak State College: A dynamic community of online learners advancing the nation's workforce one graduate at a

time. Anticipated Start Date: Summer 2026 Position Summary: The CIO provides vision, leadership and advocacy in the strategic planning and implementation of information technology services to advance the College's mission and vision. The successful candidate is responsible for the operation, maintenance and improvement of all technology and information services available to the College community. This individual will create, foster and strengthen a positive and forward-thinking technology culture through relationships with the various stakeholders. These relationships extend across and beyond campus to peer schools in addition to industry experts and vendors. This position is responsible for directing the Information Technology division including its personnel, budget, vendors and other resources, ensuring the security, scalability, and reliability of technology systems and processes. The incumbent may participate in union contract negotiations as required. As a member of the College's Administrative Council and President's Executive Committee, the CIO will be tasked with solving complex and time-sensitive matters while facing academic and fiscal pressure. They will provide strategic vision and help balance the College's desire for innovation with a risk-focused action plan. Example of Job Duties: 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 consistently with the general scope of the position. Enterprise Applications and Development Oversight: Lead the management of the College's enterprise systems portfolio, including the Jenzabar student information system and other mission-critical applications. Ensure systems are scalable, secure, cost-effective, and aligned with institutional priorities spanning enrollment, academic support, advising, accessibility, identity management, finance, and facilities. Oversee development and maintenance of in-house applications and act as liaison with third-party vendors. Technology Support and HelpDesk Management: Direct the College's HelpDesk operations and support framework for students, faculty, and staff. Oversee the tiered support model, vendor-managed services, deskside support, and peripheral device distribution. Collaborate with instructional design to ensure the delivery of robust and reliable support for distance learning and media production technologies. Infrastructure and Systems Administration: Provide strategic leadership for Infrastructure Technology Services (ITS), responsible for data center operations, networking, device management, virtualization, and enterprise tools (e.g., Microsoft 365, Adobe). Ensure reliable system performance, enforce security and asset management policies, manage patch cycles, and serve as the final escalation point for complex technology issues. AI Strategy and Adoption: Implement a responsible and forward-thinking AI strategy that improves business operations, enhances educational services, and promotes efficiency across the College. Foster team development in AI applications and ensure AI usage aligns with ethical guidelines, regulatory requirements, and institutional values. Student Service Automation: Champion automation of student-facing administrative processes to eliminate redundant, manual tasks. Lead efforts to streamline workflows in

admissions, billing, financial aid, and advising, thereby improving service delivery, turnaround times, and the student experience. Project Prioritization and Resource Management: Guide IT teams in prioritizing projects and operational activities based on institutional needs, stakeholder input, and resource availability. Promote cross-functional collaboration and cultivate project management capabilities among staff to ensure successful delivery of strategic initiatives. Strategic Planning and Executive Leadership: Serve as a key member of the Executive Team, contributing to strategic planning, institutional effectiveness, and digital transformation. Translate long-term goals into actionable IT plans that support academic and operational excellence. Technology Budget Oversight: Develop and manage budgets for IT infrastructure, software, licensing, and personnel. Ensure resources are allocated effectively to support institutional goals and promote innovation within financial constraints. Vendor and Procurement Management: Lead vendor selection and contract negotiation processes, ensuring transparency and collaboration with end users. Conduct due diligence to safeguard the College's interests and align vendor solutions with operational requirements. Policy, Compliance, and Governance: Strengthen adherence to College, CSCU system, and State of Connecticut technology policies, and uphold industry standards for IT governance and compliance. Cybersecurity and Risk Management: Act as the College's lead cybersecurity officer. Implement robust data protection protocols, monitor compliance, and recommend adjustments to mitigate risks. Brief executive leadership on emerging threats and necessary security investments. Professional Development and Culture Building: Promote continuous learning by encouraging compliance with required technology training for all staff and supporting IT personnel in staying abreast of trends and certifications relevant to their roles. Digital Experience Enhancement: Continuously improve the student portal and staff intranet to provide intuitive, reliable access to digital tools and resources that enhance academic and administrative engagement. Innovation and Thought Leadership: Stay current with emerging technologies and higher education trends. Drive a culture of innovation that delivers measurable improvements in service delivery and institutional performance. Data-Informed Decision Support: Provide dashboards, analytics, and information systems that empower College leadership and departments to make strategic, data-driven decisions. End-User Training Resources: Oversee the development of accessible training materials and digital literacy resources to ensure students, faculty, and staff can maximize the value of the College's technology ecosystem. Supervision Exercised: The CIO manages the Information Technology division which consists of the Enterprise Applications team, Technology HelpDesk and Infrastructure Technology Services departments. The various positions within those groups may consist of fully remote, partially remote, and locally present employees; managing this mix of types of workers well is a requirement. Qualifications: Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students.

They are expected to have excellent oral and written communication skillsalong with strongInformation Technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams, etc.). Minimum Qualifications:

- Master's degree from a regionally accredited institute of higher education.
- Demonstrated experience managing enterprise systems such as student/customer information systems and other ERP platforms.
- 8-10 years leadership experience specific to technology.

Preferred Qualifications:

- Prior CIO or deputy CIO experience.
- Experience with exploration of AI tools and related policies.
- Proven track record in cybersecurity and infrastructure management.

Work Environment: Incumbents typically perform their work in offices but may travel whether locally in state or nationally for various conferences. 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. Salary Range: The salary range for this position is $140,721 - $211,082 and while experience and qualifications are considered, candidates will start at the minimum of the salary range. The position also comes with excellent State of CT medical insurance, retirement, and related fringe benefits. The salary will be based on the selected candidate's qualifications such as education and job-related experience, and internal equity. We offer a comprehensive benefits package to help you stay well, protect yourself and your family, and plan for a secure future. Benefits include generous leave policies; several retirement plans; and many choices for comprehensive health insurance. You also have access to many additional benefits to save for retirement, protect your family and more with supplemental benefits. Tuition reimbursement may apply if applicable. Application Instructions: To apply you must submit a cover letter and resume. The cover letter may be entered as text in the corresponding box, or it can be uploaded as a combined file with the resume. Incomplete applications or those submitted after the closing date will not be considered and links to other sources to view resumes are not acceptable. For more information or to apply via our website at www.ct.edu/hr/jobs. Selection Procedure: Following the closing date, application materials will be evaluated by a selection committee. Candidates selected for further consideration will be limited to those applicants who are best qualified based on the minimum and preferred qualifications and who have submitted all the required documents by the closing date and time listed on the job announcement. Candidates who have been selected and approved to interview will be contacted, and finalists will be recommended for further consideration by the Hiring Manager for final selection and recommendation for employment. The selection process may also include practical exercises (i.e.,

teaching demonstration and/or other written, technical, manipulative, or simulation exercises) to evaluate candidates' qualifications. Background Screening: 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, including granting permission to contact current and previous employers for verification. CSCU 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. Clery Act: The following link to Charter Oak's Annual Security Report complies with the requirement of the Clery Act which outlines several administrative items related to campus security.
https://www.charteroak.edu/security Continuing Notice of Nondiscrimination: Charter Oak State College does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, veteran status, sexual orientation, genetic information or criminal record. CHARTER OAK STATE COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER.

To apply, visit https://charteroakstatecollege.applytojob.com/apply/job_20260408160615_QELH4ATUSXKDHD5I

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