Chief Information Officer

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Position Deleted on 4/03/2021. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Application Due: Open Until Filled
Category: IT Manager/Director
About Curry College:

Founded in 1879, Curry College is a private, four-year, liberal arts-based institution located on a wooded 135-acre campus in Milton, MA just seven miles from downtown Boston. Accredited by the New England Association of Schools and Colleges (NEASC), Curry College offers 20 undergraduate majors, as well as four graduate programs.

Curry College is committed to a policy of equal opportunity in every aspect of its operations. The College values diversity and seeks talented students, faculty and staff from a variety of backgrounds.

Job Description:

Job Summary:

The Chief Information Officer reports to the Executive Vice President and CFO and is responsible for all Information Systems within the Curry College environment. Information Systems include all desktop devices, application servers, application software, databases, data

networks, voice communications systems and voice mail, classroom technology, computer labs, and media services.

Responsibilities include: setting short term goals and long range strategic plans for the implementation and use of various technology and systems; assessing the computing and information needs of all college departments; recruiting, managing, and developing the (Technology Center) professional staff; purchasing and allocating desktop devices, servers, network hardware, and software; and managing all related budgets. In addition, the CIO is responsible for the day-to-day development and maintenance of all related (messaging and data) systems including: vendor negotiations, support contracts and licensing, operations, end user hardware & support, software solutions (development, implementation and training), wired and wireless networks, databases, operating systems, and security. Advancing the organization's Strategic Technology Plan, and ensuring periodic reviews and revisions take place under the auspices of Curry's (overall) Strategic Planning and Tactical Planning processes, is a key responsibility.

Essential Functions:

1. IT Governance, Relations, and Communications:

The CIO provides leadership in all areas of information and technology services, projects, and partnerships of the College. This leadership is directed toward enabling a cohesive virtual team of IT resources both within the Technology Center and within various college departments. He/She is service-oriented, relationship-driven and works in support of the College mission and its strategic initiatives. Effective communication is an integral part of the CIO role. He/She may be asked to serve on various College committees.

- Lead the Technical Governance Committee, delivering quality results and superior project performance. Establish and maintain a project proposal methodology, prioritization process, and allocate resources consistent with the school's stated priorities;
- Communicate regularly and partner effectively with all constituents of the College on topics that include: advances & innovations in information management and technology, (organizational) change management, technical training, and project/customer service successes. Emphasize community outreach and public relations for the Technology Center, both within the College, within Massachusetts/New England, and across the higher education industry;
- Serve in a special project or assignment capacity as necessary in order to foster College goals, as determined by the Executive Vice President and CFO;
- Internal and external partnerships - present on subjects of Information Technology, Capital Projects, and Campus Planning (as needed) internally, to various College departments, and externally, to higher education groups and other pertinent entities;

- Foster and maintain an active role and participate in outside organizations for the support and advancement of the Technology Center, Academic Affairs, Campus Planning, and the mission of the College.

2. Budget, Policy, and Organization:

The CIO will have budgetary/planning and management responsibility for the Technology Center including operating and CAPEX budgets, through which judicious and demonstrably productive use of College resources is essential. The CIO must maintain budgetary control to ensure that (actual) expenditures do not exceed approved budget levels for all areas of responsibility.

- Recommend and participate in the development of College information and technology policies as part of the Senior Staff; review and update all pertinent policies on an annual basis;

- For senior staff, recommend state-of-the-art technology solutions; use engineering and project management practices to implement solutions; in the spirit of continuous improvement, perform after-action reviews for all projects and ensure that results are incorporated (as appropriate);

- Develop and manage annual budgets for the Technology Center organization;

- Propose and ensure adherence to applicable policies, procedures, and technology standards;

- Represent the College to various institutional divisions as well as externally to governmental agencies, prospective funding agencies and individuals, prospective vendors, and/or a range of constituencies within the community at large as it relates to IT projects, services, and innovation;

- Establish and implement short-term and long-range organizational goals, objectives, policies, and operating procedures; monitor and evaluate operational effectiveness; recommend and implement changes required for improvement;

- Provide guidance and technical oversight for all campus systems to ensure efficient campus operations; achieve efficiencies and reduce data redundancies through effective application design and systems integration;

- Ensure top-tier quality of operations for all IT units;

- Direct multi-disciplinary staff; manage work, resource allocation, and problem resolution; motivate staff to achieve high-quality results;

- Direct the selection, employment, compensation, and evaluation of Technology Center staff. Make recommendations regarding personnel and encourage staff professional growth and continuous skills development;
- Identify staffing and training needs, and develop plans to address these needs.

3. Integrated Support Services:

The CIO is one of the College leaders in promoting shared services, both internal (Curry-provided) services and external services (e.g. managed service offerings, and "cloud" services.) With limited staff and financial resources, he/she sells and champions ways to serve customers in more efficient and effective ways.

- Manage the end-user support structure to provide guidance and the highest level of support to customers, helping them to understand the value of technology, providing engineering guidance, leveraging appropriate technology, and maximizing the value of technology-related resources;
- Ensure rapid response to and high-quality resolution of end user problems and concerns;
- Establish, manage, and provide reporting and performance metrics to assess end-user support deliverables and identify trends;
- Utilize performance metrics and trends to (proactively) address technology and support issues and improve service;
- Partner with administrative service departments including the Faculty Center, Institutional Advancement, Finance, Human Resources, and Instructional Design in supporting the teaching/learning and research activities of the College.

4. Hardware, Software, Network, and Technical Leadership:

Promote a systems architecture, set of adopted technology standards, and use of open source products (where appropriate to do so).

- Establish a state-of-the-art computing infrastructure that supports the information and technology-related initiatives of individual departments/schools/divisions as they pursue programmatic goals and objectives consistent with those of the College;
- Coordinate long-range infrastructure planning as a part of Curry's Strategic Technology Planning process, including technical infrastructure and administrative, faculty, and academic/instructional computing technology - assure adequate capability and capacity to accommodate future needs;

- Partner with key stakeholders in recommending the most appropriate computing platforms and associated software for use in both academic and administrative environments. Collaborate with peers and department leaders to facilitate adoption of appropriate technology in both academic and administrative areas;

- Maintain currency in (general) technology areas and products to determine appropriate specifications for hardware, systems software, and applications software. Provide recommendations to senior management on prudent investments in technology;

- Coordinate the architecture, design, and integration all customer-facing services and technologies, including wired/wireless networking, mobile platforms, cloud services, and remote access services;

- Develop, implement, and monitor the College's security, incident management, emergency response, and back-up/disaster recovery plans;

- Design, implement, and maintain an information security architecture that protects the school's computing and information assets. The architecture and underlying security posture should strike an appropriate balance between accessibility/ protection and affordability, and result in a risk profile that is acceptable to the institution;

- Oversee the administration and acquisition of licenses and maintenance agreements for administrative and academic hardware and software;

- Recommend enhancements to Technology Center Operations to increase efficiency, reduce costs, and improve performance and service levels.

Additional Functions:

- Serves on the Senior Staff team of the College.
- Respects and maintains confidentiality, parameters of operation, professional protocols, and individual privacy.

Requirements:

Minimum Qualifications:

- Master's degree from an accredited institution in Business Administration or Information Systems.
- A minimum of ten years of progressively responsible computer information systems experience, with management experience and current technical acumen in at least one of these areas: IT Infrastructure Services or Applications Development and Support Services.
- An up-to-date and working knowledge of computer, data, and network security as it relates to College or University operations.

- Knowledge and understanding of the principles, processes, and requirements for strategic planning and development within a private institution.
- Skills in business and financial planning and management.
- Demonstrated knowledge, understanding, and record of achievement in information systems management within a large, diverse, multipurpose institution.
- Skill in examining and re-engineering information technology organizations, including: formulating policy, developing and implementing new strategies, and re-architecting operating units and procedures.

Preferred Qualifications:

- Computer information systems experience in a college/university/education environment.
- Working knowledge of cloud-based services, e.g. Amazon Web Services, Microsoft Azure, and how they can be appropriately leveraged to achieve organizational goals.
- Working knowledge of agile software development methodologies, e.g. scrum, Kanban, DevOps, continuous integration, and how their practical implementation can contribute to positive outcomes for the organization.

Additional Information:

At the College's discretion, the education and experience prerequisites may be excepted where the candidate can demonstrate, to the satisfaction of the College, an equivalent combination of education and experience specifically preparing the candidate for success in the position.

Employment in this position is contingent upon the successful completion of all required pre-employment background checks.

Curry College is an equal opportunity employer and committed to a diverse workforce. All applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, sex identity or expression, national origin, age, disability, veteran status, or any other basis protected by applicable state and federal law, including Title IX.

Inquiries about the application of Title IX can be directed to the College's Title IX Coordinator, Rachel King at Rachel.king@curry.edu, (617) 979-3516, or King Academic Administration Building, 55 Atherton St, or US Department of Education, Office of Civil Rights ("OCR") - Boston Office, 5 Post Office Square, 8th Floor, Boston, MA 02109-3921, (617) 289-0111.

Application Instructions:

Please apply online at https://www.curry.edu/about-us/community-resources/employment/job-opportunities for consideration. Interested Applicants must submit a resume, cover letter, and a list of three professional reference names, one of which must be a former or current supervisor, including complete contact information and professional titles.

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