Chief Information Officer

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Position Deleted on 5/03/2021. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Application Due: Open Until Filled
Category: IT Manager/Director;
Inclusive
Illinois Central College (ICC) is seeking an outstanding individual with management and technical acumen, and strong communication and collaboration skills as its Chief Information Officer (CIO). Reporting to the Executive Vice President, Administration and Finance, the CIO provides strategic direction and management for enterprise applications, academic technologies, infrastructure services, information security, and user support, training and outreach. This new position will bring together two presently separate IT groups into an integrated technology organization with a shared culture, strategy and processes. As a member of the President's Cabinet, the CIO contributes to the College's strategic directions with particular focus on applying technology to further student success, support more varied course delivery modalities, and enable operational effectiveness. The CIO is a key contributor to College-wide efforts to improve planning, assessment, and program and project management.

Information Technology at the College

IT is organized in two departments that will be combined into a single division under the new CIO's leadership. The Enterprise Systems Group includes 15 staff and is primarily responsible for the College's PeopleSoft administrative and student information systems, data integrations, and reporting. The Network and Desktop Services Group includes 25 staff and is responsible for the network, voice communications, systems and servers, desktop support, classroom technology and the help desk. The combined operating budget of the two groups is $5 million excluding annual one-time expenditures for infrastructure renewal and capital projects. In addition to the core infrastructure, the IT teams support varied technologies including Blackboard, PeopleSoft, Office 365, UKG Ready, Target X, and Highpoint as well as a nursing simulation lab and 200 technology equipped classrooms across its three locations. The College has recently upgraded its wireless network and deployed a new voice communications solution.

The IT groups work closely with the Teaching and Learning Center in Academic Affairs to support the use of the learning management system (LMS) and academic software. They are collaborating with faculty to review the long-term needs to upgrade the LMS and improve the management of academic software licenses. In response to the pandemic, the IT groups have led initiatives to support online courses, equip students and faculty with computers and internet connectivity, and deployed technologies to support online services.

The CIO Agenda

The CIO builds and sustains effective partnerships and collaborations with academic and administrative departments, creates a service oriented IT organization, and ensures a reliable and secure technology infrastructure. The CIO will lead a collaborative process to develop and implement a strategic roadmap to update multiple aspects of College technology including:

- Determining a strategy to upgrade or replace the College's finance, human resources and student information system;
- Deploying technologies, services and analytics to enable enrollment strategies, support flexible academic calendars and learning modalities, and support student success initiatives;
- Upgrading learning spaces to leverage the experiences gained by faculty and students during the pandemic, enable hybrid courses and facilitate active learning;
- Establishing an infrastructure upgrade strategy that leverages cloud services;
- Strengthening technologies, policies, and standards to respond to information security threats;
- Improving data governance practices, creating better data integration capabilities, and facilitating adoption of reporting tools;
- Leveraging lessons learned from the pandemic response to improve the digital experience of students, faculty and staff by expanding mobile services, improving user support and expanding access to technology; and

- Maintaining a responsive, service oriented IT organization that is able to quickly fulfill user requests, resolve issues, and effectively communicate how to access technologies and services.

The CIO is an advocate for ICC's total technology needs, facilitates IT governance, advises the Executive Staff of the College on significant IT investments, and designs appropriate policies to manage data, technology, and information security risk. The CIO partners with other academic and administrative leaders to help divisions adapt their organizations and operations to leverage the College's technology investments. As leader of a newly formed IT division, the CIO will create an IT organization that maintains high levels of performance and provides opportunities for IT professionals to increase their skills and contributions to the College. Additional responsibilities of the CIO include:

- Fostering a culture of collaboration and teamwork that unifies the two IT groups into a single organization with shared values, processes and priorities;
- Advising senior leadership on the resources required to pursue technology improvements and guiding priority setting when resource constraints prevent pursuing multiple concurrent initiatives;
- Facilitating collaborative projects to evaluate the technology needs of academic and administrative departments and leading initiatives to optimize the use of existing technologies;
- Aligning projects and operations with the institutional mission, vision and values with customer service focus;
- Developing an enterprise architecture and data governance practices to create a foundation for more effective reporting and analytics;
- Applying best practices in information technology management to resolve and/or mitigate technology based issues;
- Devising staffing plans and sourcing strategies to optimize the performance and cost, risk and effectiveness of IT operations;
- Establishing, where needed, policies, processes and procedures for the Information Technology Division;
- Actively participating in key committees, executive team and/or board-level meetings, ad-hoc project teams, and college community activities and ensuring IT Directors do the same;
- Maintaining responsibility for managing various IT related vendor contracts; and
- Enabling professional development plans for all IT staff.

Qualifications and Experience

The successful candidate will have excellent leadership, management, supervisory, interpersonal and communications skills. The ability to listen, synthesize, lead, explain and communicate at all levels will be critical. A bachelor's degree and at least five years in a leadership position in a comparable sized organization, or equivalent experience as a manager in a larger organization, is required. An advanced degree and experience in higher education are preferred but not

required. A track record of creating an organization culture welcoming of diversity and fostering equity and inclusion is vitally important. The individual should have a working knowledge of the strategic technology issues facing higher education and specifically community colleges and a broad perspective on leading IT practices in higher education or closely related industries. Successful candidates should be conversant in higher education's strategic issues and the role of technology in teaching and learning and student success. It is also preferable that candidates have many of the following experiences:

- Building consensus among diverse stakeholders for a strategic decision or investment by structuring an inclusive and objective decision-making process.
- Planning a program of improvement that sequenced multiple initiatives and identified the resources required to successfully execute complex changes.
- Developing effective teams or organizations and creating a culture of teamwork and service.
- Leading technical and non-technical problem-solving while instilling in teams the ability to identify and address the root causes of issues.
- Improving the delivery of IT services including collaborating with internal stakeholders to establish service level objectives, assess performance and continually improve quality.
- Establishing successful decision-making processes that engage diverse constituents to identify IT priorities.
- Overseeing the successful completion of large process and technology change projects.
- Operating within established budgets and effectively managing large capital and operating budgets.
- Leading and developing a diverse group of future IT leaders and facilitating their professional development.
- Identifying and managing technology related risks including those related to information security, privacy, and disaster recovery.
- Experience working in a diverse environment with collective bargaining units.

About Illinois Central College

Founded in 1967, Illinois Central College (ICC) serves all or parts of a ten-county district in the heart of Illinois. The College resides in the Greater Peoria metropolitan area with approximately 380,000 residents. ICC has campuses in East Peoria, Peoria, and Pekin for in-person instruction, and also has a robust virtual online learning catalog. The College has three campuses:

- **East Peoria**: Located on 400 acres of wooded terrain at the "top of the hill," the East Peoria campus is home to nine academic and administration buildings, performing arts center, campus housing, athletic fields, CougarPlex gymnasium and fitness center, disc golf course, horticulture gardens and hiking trails.
- **Peoria**: Located on 62 acres of park-like land on the north side of the city. the Peoria campus has nine academic buildings including state-of-the-art health careers and culinary training facilities.

- **Pekin**: Nestled in an industrial park, the Pekin campus has one building located in Pekin.

Mission

> “Through learning, minds change. We believe by changing minds, we can change the world.”

Core Values

- **Learning** Changing the world by increasing knowledge and skills
- **Community** Changing the world by building relationships
- **Integrity** Changing the world by building trust
- **Responsibility** Changing the world by being accountable for our actions
- **Excellence** Changing the world by achieving more

Life in Peoria

ICC’s district encompasses the urban region of Peoria (pop. 111,000), medium-sized towns like Pekin, Morton, and Washington, and small towns like Farmington, Minonk, and Hanna City. Formerly called the “Whiskey Capital of the World,” Peoria found a new identity after Prohibition decimated the distilleries. Healthcare is the largest employer in the Greater Peoria region, employing over 30,000 people. As the birthplace of Caterpillar, manufacturing has long been the bedrock of the Greater Peoria economy.

Peoria is the largest city on the Illinois River and offers a variety of recreational, cultural, and environmental activities. From festivals like Erin Feis and Oktoberfest, sporting events like the Steamboat Classic, and weekly farmer’s markets, the riverfront hosts many of Peoria’s special events. The Independence Day fireworks display over the Illinois River is the largest in the state. The Riverfront Museum is the only multidisciplinary museum of its kind in the country, and the Caterpillar Visitors Center allows visitors to enjoy interactive and virtual exhibits. The Spirit of Peoria makes its home on the banks of Peoria and is one of the nation’s only overnight paddle wheelers.

The Peoria Civic Center hosts events of all sizes with their arena, theater and convention center. Three major shopping centers (two in Peoria, one in East Peoria) provide local boutique shops and major brand stores.

Along with the urban environment of Peoria, the district offers a wide variety of rural recreation. Most small towns host their own annual festivals like the Tremont Turkey Festival and the Morton Pumpkin Festival.

For the outdoor enthusiast, the region has over 50 miles of hiking and biking trails, ten golf courses, and several nature reserves. The Peoria Zoo and Wildlife Prairie Park provide unique insights into animal life. Peoria has a strong history in sports, evident by the numerous youth

tournaments and state championships, Peoria Rivermen hockey, and Peoria Chiefs baseball (Class A affiliate of the St. Louis Cardinals).

The dining options in the region are endless. Obed & Isaac's Microbrewery and Eatery is located in a renovated church constructed in 1889, and Thyme Kitchen + Craft Beer features a unique gastropub experience. Learn more about the Greater Peoria area at peoria.org

Application Information

Inquiries and nominations may be directed in confidence to Next Generation's Phil Goldstein, Managing Partner – phil@nextgenpartnersllc.com or Mary Beth Baker, Managing Partner - marybeth@nextgenpartnersllc.com.

Please submit cover letter and resume to: icc@nextgenpartnersllc.com.

Review of candidates will begin immediately and continue until a successful candidate is identified. For full consideration candidates should provide their resume and cover letter to Next Generation by April 15, 2021.
Diversity Pledge
Illinois Central College stands committed to diversity in all of its dimensions. The College embraces, values, and encourages diversity at all levels of its operation. The College stands for tolerance, non-discrimination, and cultural sensitivity. Inclusion is at the core of Illinois Central College's educational and service strategies. Respect for diverse individuals will be evident in the College's interactions with students, employees, and the communities it serves.

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