



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Chief Information Officer
POSITION NO.	501073
LOCATION	Warwick Campus
REPORTS TO	Vice President Administration & Finance
GRADE	BOE 18
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

Provide strategic vision and transformational leadership through development and management of Information Technology team and technology systems and services in support of the College mission.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others in a diverse and inclusive environment
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Service Leadership:

- Formulate, lead, and communicate a clear IT vision and organization that aligns with CCRI's strategic goals and drives IT decision-making
- Build an information technology organization that is agile and responsive to changing technologies and college needs
- Provide excellent management support to the Information Technology Department staff through team building, continuous improvement, professional development, evaluation, mentoring, and professionalism
- Act as a catalyst for positive change and lead effectively through change
- Additional responsibilities as assigned by the Vice President of Administration and Finance

Professional Knowledge, Skill, and Technical Mastery:

- Establish and direct the strategic and tactical goals, policies, procedures and organization for the information technology department which supports information systems, instructional technology, data and voice networks, the technology infrastructure, and technology training and support for students, faculty and staff
- Plan and monitor technology capital and operating budgets including maintenance and renewal for technology assets
- Negotiate, manage and oversee vendor contracts for hardware, software, and technology related services
- Lead and champion the IT incident response process in support of IT and security incidents
- Stay current on emerging and best practice higher education trends and solutions, while also promoting and sharing CCRI initiatives and implementations, through participation in local, regional and national committees, working groups and associations

Team Collaboration:

- Empower teams to work across all levels of the organization to satisfy user needs, resolve problems, and provide technology solutions
- Communicate to the college community about IT-related projects, services, tasks and issues using a variety of mediums

- Collaborate with CCRI's Senior Leadership Team to drive strategic change to better leverage technology in order to improve student outcomes

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Minimum of ten years of significant, successful experience managing a large complex IT organization
- Significant IT leadership and hands-on management expertise with specialty experience in several of the following areas: a) ERP systems implementation, migration and design b) Infrastructure and networking, c) Administrative and business process design and development, d) cybersecurity
- Success as a change agent with a proven track record of producing operational results and building a strong team culture within an IT organization, while promoting an environment of customer service and support
- Demonstrated experience with security issues, IT policy development, legal issues regarding technology, compliance with regulations, and business continuity planning
- Ability to comprehend, interpret and effectively communicate complex technical information throughout all levels of the organization
- Demonstrated change and project management history
- Experience with budget development and management
- Demonstrated ability to lead and to develop leaders
- Strong listening and communication skills and the ability to work effectively and collegially with faculty, administrators, staff, students and colleagues
- Excellent analytical, planning and organizational skills
- Demonstrated experience forming and maintaining collaborative partnerships across complex organizations with diverse constituencies
- Ability to project a strong positive image of the college with parents, students, faculty, staff, and others
- Strong record of innovation and the ability to understand and have an awareness of emerging trends in information technology within higher education

PREFERRED QUALIFICATIONS:

- Master's degree in Computer Science, Business, or a closely related field
- More than ten years of significant, successful, experience managing a large complex IT organization
- Experience in a higher education environment including instructional technology
- Experience with Ellucian Banner

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.