

Edison State Community College invites qualified candidates to apply for the full-time position of Chief Information Officer (CIO). The Chief Information Officer (CIO) is responsible for oversight and strategic implementation of the organization's information technology (IT) systems and infrastructure. The CIO aligns technology initiatives with the organization's goals and objectives to drive efficiency, innovation, modernization, and growth. This leader is responsible for developing and maintaining a strong culture of customer support service for the institution.

To be considered, candidates should include cover letter, resume, transcripts, and three professional references when completing their online application.

Edison State Community College is an EOE/AA Employer.

Functional Responsibilities:

IT Strategy and Planning:

- Develop and execute a comprehensive IT strategic plan that aligns with the collegewide strategic plan.
- Oversight of Enterprise Resource Planning (ERP) systems, contracts, and agreements.
- Evaluate and prioritize technology investments, ensuring alignment with the organization's short-term and long-term goals.
- Work with departmental staff, the campus community, and the senior administrative team to plan and implement information technology systems that provide superior support for academic functions and administrative desktop computing, making efficient use of financial and personnel resources.

Leadership and Management:

- Provide strong leadership and management to the IT department, ensuring effective collaboration, communication, and coordination among IT staff and other departments.
- Foster a culture of customer service, innovation, teamwork, and continuous improvement within the IT organization.
- Set and manage priorities for the IT division.
- Supervise recruitment, development, retention, organization, and professional development of all IT staff in accordance with budgetary objectives and personnel policies.

IT Governance and Compliance:

- Establish and enforce IT governance policies, standards, and procedures to ensure the security, integrity, and availability of information.
- Stay updated on industry best practices and regulatory requirements to ensure compliance.

- Assemble and prepare all reports and research as required by local, state, and national agencies for this division.

IT Infrastructure and Operations:

- Oversee the planning, implementation, and maintenance of IT infrastructure.
- Act as liaison with vendors and managed services provider.
- Plan, implement, and support systems in a complex education environment.
- Provide technical direction and leadership for staff who ensure hardware, instructional lab, operating systems, software, and databases are reliable, available, secure, and up to date for the college's academic and administrative use.

Digital Transformation:

- Drive digital transformation initiatives by identifying and leveraging emerging technologies that can enhance business processes, improve customer experience, and promote innovation and modernization across all college departments.
- Evaluate, implement, and manage software applications and technology solutions to optimize operational efficiency.

Vendor and Budget Management:

- Manage relationships with technology vendors and service providers, negotiate contracts, and ensure the delivery of high-quality services and solutions.
- Develop and manage the IT budget, ensuring cost-effective allocation of resources and adherence to financial goals.
- Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.

Risk Management:

- Identify and mitigate IT-related risks, including cybersecurity threats, data breaches, and system failures.
- Develop and implement disaster recovery and business continuity plans to ensure the organization's ability to respond to and recover from IT disruptions.
- Stay abreast of technological advancements, industry trends, and competitive landscapes to identify opportunities for innovation and improvement.
- Participate in professional networks and attend industry events to expand knowledge and stay informed.

- Other duties as assigned by the Vice President of College Operations.

Required Knowledge, Skills, and Personal Qualifications:

- Exceptional customer service and leadership skills.
- Excellent written, verbal, interpersonal communication, and management skills.
- Ability to work effectively with all college constituents and possess the leadership capability necessary to build a highly effective technology division.
- Knowledge of computer applications.
- Relate to all levels of the user community.
- Be a team player who motivates and educates other team members.
- Comprehend complex, technical subjects.

Required Experience:

- 5 years of experience providing direct customer service in an IT related industry.
- 5 years of increasingly responsible administrative and supervisory experience in an academic, industrial, or business setting is required, preferably at the community college level.

Required Educational Background:

- Master's Degree in an Information Technology discipline is required. College Teaching or IT Training experience highly desired. IT Support experience desired.

Supervises Following Staff:

- Client Support Service Technicians
- Helpdesk Staff
- Copy Center Support Specialist
- Database and Applications Developer
- Any other personnel assigned to the division

Other:

- Serve on Committees as assigned.
- Provide Coverage for special events.
- Provide evening and weekend coverage as needed.