

# JOB DESCRIPTION



**Position Title:** Chief Information Officer

**Department:** Technology Services

**Employment Category:** Exempt Staff

**Primary Location:** District-wide  
Based on Sierra Vista Campus

**FLSA Classification:** Exempt  
**Remote Work Eligible:** No

**Parameters:** Full-Time; 12 Months/Year

**Pay Grade:** EX20

**Position Summary:** The Chief Information Officer (CIO) serves as a member of the President's Administrative Cabinet, functioning as the college's senior advisor on matters related to information technology and providing vision and leadership for campus-wide technology efforts including formulating, evaluating, and implementing technology policies, procedures and initiatives that enhance and improve the quality and effectiveness of the academic and business operations of the college in an environment protected from cyber-attacks and cyber-failures.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Develops and administers a comprehensive technology plan that supports the mission and goals of the college and leads the college's efforts to move computer systems and technologies forward to ensure success in the areas of systems development, network architecture and services, administrative computing, telecommunications, cybersecurity functions, and user support

Provides oversight of the Office of Technology Services (OTS) staff, including selection, mentorship, training and development, and evaluation of direct reports and oversight of departmental components of OTS, which includes Information Security, User Services, Network and Infrastructure, and Administrative Computing

Provides oversight and input into the development of the district's technology budget; conducts review of technology solutions contracts in collaboration with supervisor and procurement services; completes analysis of project estimates, feasibility, costs, project times, and compatibility of current and future state systems, including servers, printers, and software applications

Provides direction for all information technology-related issues including privacy, access, and security as well as ensures legal compliance with all federal and state rules and regulations

Promotes a culture of quality customer service, collaboration, and accountability

Demonstrates professionalism and a quality customer service environment that values positive working relationships, confidentiality, positive communication, accurate records, and an organized and safe working and learning environment

Represents the college at state and regional meetings and serves on committees and task forces as assigned

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work

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harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

## **Education and Experience Requirements:**

Bachelor's degree with major in related discipline from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education,

AND

Seven years' experience managing technology resources, staff, and functions, preferably in a higher education environment

OR

Master's degree with major in related discipline from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education,

AND

Five years' experience managing technology resources, staff, and functions, preferably in a higher education environment

## **Additional education and experience requirements:**

Experience in both instructional and administrative roles is highly desirable

Experience with technology services related compliance and regulations, including FERPA, GLBA, and PCI-DSS

Significant experience in leading change and managing transitions

Progressively responsible experience with systems/technology management within a large, complex organization is required

Strategic planning, system design, and implementation experience in the application of information and communications technologies to effectively achieve strategic plans and goals

## **Preferred qualifications:**

Prior experience with Microsoft 365, Dynamics, and Azure environments

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities has been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Strong commitment to the community college mission

High level of personal integrity and professionalism

Working knowledge in leading a technology organization

Excellent communications and interpersonal skills

Ability to effectively communicate technical strategies to senior administration and actively participate in business strategy development is an essential requirement

Demonstrated experience in the design, development and implementation of integrated Enterprise Resource Planning (ERP) solutions that support academic and administrative operations

Demonstrated collaboration skills in working across multiple business units

Ability to manage large-scale application selection and implementation of projects

Demonstrated skills in the identification of business process improvements targets and the application of technology to optimize business processes

Ability to inspire values, vision and strategy

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Ability in hiring, developing, and retaining capable, adaptable and skilled staff  
Ability to foster a culture of communication, collaboration, consultation and commitment  
Ability to nurture creativity through experimentation, imagination and innovation  
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner  
Ability to relate to a diverse population and to maintain composure when faced with difficult situations  
Ability to work independently while contributing to team environment  
Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information  
Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. Travel is required. Occasionally early morning, evening, and/or weekend work may be required. May be required to be available for after-hours emergency response to ensure continuity of services in support of the college's mission, students and staff.

As a senior manager of the college, the incumbent is required to live within Cochise County, preferably within 30 minutes from one of the campuses.

**Physical Requirements:** Essential functions of this position require lifting, manual dexterity, and ability to communicate verbally and in writing.

**Sedentary Work:** Exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required on occasion, and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Executive Vice President for Administration

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.