JOB DESCRIPTION

![Cochise College logo]

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 and is responsible for developing and implementing a digital strategy aligned with the Mission, Vision, and Strategic Priorities of the college and will consider the following areas of focus:

- **Excel** – being the best at what we do. To ensure the college's technologies and processes function flawlessly
- **Protect** – by securing the college and its electronic assets from cyber-attacks and cyber-failures
- **Enable** – the college by providing tools and services that support business needs
- **Advance** – the college by delivering solutions that improve business performance through automation, change and innovation
- **Differentiate** – the college by creating opportunities to stand out from the competition
- **Evolve** – the college by enhancing our organizational capabilities and practices to thrive in the digital world

To achieve these objectives, the CIO utilizes both direct leadership of the College's technology services resources and indirect leadership across all digital related activities. The CIO will lead the college through the transitions required to provide a world class learning experience for current and future students.

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:

The CIO will prepare the College for the future by extending and building upon three key relationships of technology with the college. These relationships are:

- Almost all functions in higher education are enabled by technology systems, whether teaching and learning, research experiments, student support, facilities management, commercial operations or general administration

- Technology permanently reshapes the nature of teaching, learning and research. In the context of digital disruption, Technology becomes one of the main sources of competitive advantage: creation, access, collaboration, flexibility, personalization, differentiation, and global reach

- To sustain a digital performance effort, the organization must acquire "digital DNA". The central function of the CIO is to accompany and guide this transformation process

The CIO is responsible for working to align projects and operations with the institutional mission, vision and values. The CIO should understand his or her customers, their needs, and will apply best practices in higher education management to resolve issues.

The CIO provides direct oversight, planning, management and support to the following college functional areas:

- Academic computing and related audiovisual systems including labs and instructional support

- Administrative computing including voice and data communications, data center operations, systems application support, data management, and web and mobile technologies

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- Information management including data classification and security and ERP systems

- Client support services including technical help desk, classroom and event multimedia support

The CIO will also be responsible for all technology services operations, including:

- **Technology Leadership** - Provides leadership and accountability as a member of the college's leadership team. Contributes to the implementation of the college's strategic planning goals, mission, vision/values, and budget. Serves as the strategic and visionary leader for the integration of educational and business technology in support of the college's mission

- **Human Resources and Organizational Development** - Develops the people, structures, systems, and processes within Technology Services to more effectively accomplish the College's educational and business objectives. Actively participates in Business Process Improvement activities

- **Technology Services Operations** - Provides direction, guidance, and support on all operational technology matters including architectures, integration, systems, data center, security and data privacy, data management, customer support, enterprise applications, telecommunications, disaster recovery, and all other aspects of the technology infrastructure

- **Technology Investments** - Guides and influences technology investments within the context of institutional effectiveness and organizational alignment with the College's strategic plan

The CIO represents the College at state and regional meetings and serves on district committees and task forces as assigned

The CIO performs other 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 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 a technical discipline from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education,

AND

15 years' experience managing technology resources, preferably in a higher education environment

OR

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

AND

10 years' experience managing technology resources, preferably in a higher education environment

Additional education and experience requirements:
Experience in both instructional and administrative roles is highly desirable
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

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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: The successful Chief Information Officer could come from a wide range of backgrounds, but it is envisioned the following foundational elements will be present:

Strong commitment to the community college mission
High level of personal integrity and professionalism
Thorough management knowledge leading technology organization
Excellent communications and interpersonal skills
An ability to effectively communicate technical strategies to senior administration and actively participate in business strategy development is an essential requirement
Demonstrated high level of collaboration with multiple business units
An 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
Ability to hiring, developing, and retaining smart, adaptable and skilled people
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. Occasional early morning, evening, and/or weekend work is required. May be required to be available for after-hours emergency response duties as a member of a 24/7/365 ERP support team.

Physical Requirements: Essential functions of this position require lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 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 only occasionally 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 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.