



**RHODE ISLAND COLLEGE
JOB DESCRIPTION**

Position classification: NUNC
Date created or revised: 4/13/2023
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Assistant Chief Information Officer
Status: 35 hours per week; non-standard
Grade: 17
Union Affiliation: NUNC (Non-Union, Non-Classified)
Reports To: Assistant Vice President for Information Technology Services & CIO

PRIMARY PURPOSE:

Work closely with the Chief Information Officer and the ITS leadership team to provide excellent customer service, operational support, and strategic technology direction to the college community. Holds combined leadership and management roles. Responsible for defining and enabling the operational and cultural components that drive transformation and create sustainable IT maturity. Through collaboration with peers, embodies and enables an agile culture and develops/leads an IT Project Management Office (PMO). Acts as an organizational change agent for improving Project Portfolio Management (PPM) and agile maturity and practices, in support of college goals and strategies. Develops roadmaps that meet the architecture and technology needs of the college. Combines strong delivery and lean process experience to transform delivery from traditional methodologies to agile and beyond. Develops and supports a learning organization model through mentorship and coaching, encouraging training and continuous improvement. Ensures that the work of the ITS Department adds value, is relevant to the strategy of the college, and meets the goals set for the ITS Department.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Assist the CIO in establishing and executing the strategic long-term goals, policies, and procedures for the ITS Department.
- Lead the identification and development of PMO roles, ITS team configurations and recruitment appropriate to deliver the agreed-upon goals and objectives
- Develop and lead an agile practice, putting in place the systems, processes, and ways of working to sustain a high-performing team, where skill development, increased agility, collaboration, and improved ways of working are key to success.
- Accountable to build and maintain the agile-at-scale competency and talent strategy at the ITS level with direct oversight of methodology guidelines and agile coaching. Act as project manager as necessary on complex technology initiatives and provide support throughout the product lifecycle.
- Evolve and continually improve college models and operating practices, integrating waterfall, iterative, and agile delivery models into one, cohesive delivery strategy to best meet evolving college needs.
- Participate in the leadership of the Information Technology Services department by leading and developing a team of high-performing staff and team leaders. Accountable for the consistency of the ITS Department operating methodology and associated processes.

- Instill a learning culture and facilitate continuous improvement for college information technologies. Collaborate with leadership team to create and maintain the mind-set and culture to embed continuous improvement.
- Assess portfolio performance, using metrics and reporting. Track and communicate key ITS metrics. Create a strong focus on measuring the impact of the work being delivered. Assure strategic alignment through prioritization, resource capacity management, pragmatic risk management, key result tracking and program management to achieve strategic vision
- Work with the CIO, ITS leadership, and college stakeholders to ensure that the college meets regulatory compliance
- Foster collaboration between teams, directors, managers, portfolio owners and invested stakeholders
- Lead large-scale change initiatives to manage interdependencies and provide performance assurance through lean governance. Ensure alignment to the cross-departmental roadmaps, create a collective plan to manage dependencies
- Ensure effective IT service delivery. Provide excellent customer service, adapting service support models to include interfacing with application service providers. Ensure quality service delivery while adapting to hybrid hosting models.
- Work with the CIO to develop and maintain operational and capital budgets. Evaluate project requests and make recommendations to the CIO for funding.
- Manage and participate in committees, working groups, etc. in support of information technology initiatives.
- Develop grants, funding, and resources for information technology initiatives independently or in collaboration with faculty, staff, and students.
- Manage/supervise professional, classified, and student staff.

Occasional Job Functions:

Perform other duties as assigned by the Assistant Vice President for Information Technology Services/CIO.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree

Experience:

Eight years of experience in information technology; five years of which have been in a supervisory or management role.

Skills, Knowledge and Abilities:

- Experience with one or more large enterprise systems such as LMS (Learning Management System), SIS (Student Information System), ERP (Enterprise Resource Planning), etc.
- Project management skills and experience, plus significant knowledge of productivity tools with evidence of practical application.

- A distinctive blend of business, IT, financial, and communication skills. Ability to apply systems thinking and to focus on the ‘why’ as much as the ‘what’ and the ‘how.’
- Deep understanding of current and emerging technologies and how they may be employed to drive digital transformation.
- Demonstrated general management, leadership, and interpersonal skills.
- Exceptional leadership skills with the ability to develop and communicate strategic vision, and to inspire and motivate staff.
- Financial management and budgeting skills. Excellent analytical, strategic conceptual thinking, strategic planning, and execution skills.
- Proven ability to build relationships with a broad range of constituencies.
- Hands-on project and general management experience in a team-based cross-functional environment.
- Effective influencing and negotiation skills in an environment where resources are often not in direct control of this role.
- High degree of integrity/ethics relative to information security and confidentiality.
- A strong facilitator with experience engaging teams in a collaborative, distributed environment. Ability to manage, coach and develop team members and manage contract resources.
- Listens and supports people in problem identification and decision-making, creating an environment of mutual influence.
- Excellent verbal and written communication skills working with audiences and customers at all levels of technical ability.
- Excellent customer service skills.

PREFERRED:

- Master's degree in CS, CIS or equivalent.
- Experience in a supervisory information technology role in higher education at the director level or above.
- Demonstrated experience leading diverse teams in an agile environment.
- Strong business acumen, including knowledge of higher education and its business units.
- Demonstrated ability to develop and execute a strategic resource plan.
- Relevant certifications, such as ITIL, PMP, or Lean Six Sigma.

ENVIRONMENTAL CONDITIONS:

This position requires occasional lifting, moving, and/or installation of moderately heavy equipment (such as computers) and other related information technology components.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.