



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: NUNC
Date created or revised: 06/26/2024
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: Yes

Title: Assistant Vice President/Chief Information Officer (AVP/CIO)  
Status: Full time, 35 hours per week.  
Grade: 18  
Union Affiliation: NUNC (Non-Union/Non-Classified)  
Reports To: Vice President, Administration and Finance

**PRIMARY PURPOSE:**

Responsible for the planning, coordination and leadership of College information technology initiatives and services in support of administrative and academic objectives.

As the lead information technology professional on campus, the AVP/CIO for Information Technology Services (ITS) is the principal technology officer for the College. The AVP/CIO manages the entire scope of computer and information technology services for departments. These services include directing campus-wide data, network, and related services ensuring appropriate customer guidance and support; facilitation of technology adoption; and oversight for all aspects of information technology (IT). The AVP/CIO is accountable for and oversees department units and teams including educational technology, support services, enterprise applications, data management, infrastructure operations, systems administration and information security. The AVP/CIO works closely with Academic Affairs on academic computing and with Marketing/Communications on web sites and services. The AVP/CIO provides leadership and guidance to the College senior staff for the purposes of aligning IT with the mission, goals and strategic objectives of the College.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

**IT Governance, Relations, and Communications**

The AVP/CIO provides leadership in all information and technology services, projects and partnerships of the College. The AVP/CIO is totally relationship-driven and works in support of the College mission and strategic plan. Communications is an integral part of the AVP/CIO role. The AVP/CIO may be asked to serve on other College committees.

- Provide a vision and unified direction on the use of information technology.
- Lead the IT Project Steering Committee, delivering quality results and superior project performance.
- Establish a project proposal methodology, prioritization process and resource allocation.
- Establish and staff the College Technology Council (and sub-committees), which are co-chaired by the Vice President of Finance & Administration and the Provost. The sub-committees will ebb and flow but core groups will include policy, academic computing, and partnerships.
- Communicate regularly and effectively with all constituents of the College including semester advances in information and technology, change management, orientation, technical training and

project/customer service successes. Emphasis outreach and public relations for IT, both within the College, with RI public organizations, and in the higher education industry. Use a variety of media.

- Lead the College in cooperating with other academic, research, business, and governmental partners in information technology ventures.
- Foster and maintain an active role and participation in outside organizations for the support and advancement of the Office of Information Technology Services, Facilities Operations, Capital Projects and Campus Planning and the mission of the College.
- Serve in a special project or assignment capacity as necessary, in order to foster College goals, as determined by the Vice President for Administration and Finance or the President.

### **Budget, Policy and Organization:**

The AVP/CIO will have budgetary planning and management responsibility for IT including operating and capital budgets through which judicious and demonstrably productive use of College resources is essential. The AVP/CIO must maintain budgetary control to ensure that expenditures do not exceed approved budget levels for all areas of responsibility;

- Recommend and participate in the development of College information and technology policies, as part of the College Technology Council; annual review and updates to all related policies.
- For senior staff, the Cabinet and College, recommend state of the art technology solutions; use engineering and project management practices to implement; perform after action reviews.
- Develop and manage annual budgets for the ITS organization.
- Propose and ensure adherence to applicable policies, procedures, and technology standards.
- Represent the College to various institutional divisions and schools as well as externally to governmental agencies, prospective funding agencies and individuals, prospective vendors, and/or a range of constituencies within the community at large at it relates to IT projects and services and innovation.
- Establish and direct the strategic and tactical goals, policies, procedures and organization for ITS which supports information systems, instructional technology, data and voice networks, the technology infrastructure, and technology training and support for students, faculty and staff; monitors and evaluates operational effectiveness; effects changes required for improvement.
- Provide guidance and technical oversight to all campus systems to ensure efficient campus operations; achieve efficiencies and reduce data redundancies through systems integration;
- Ensures top tier quality of operations for all ITS units.
- Assure an organizational structure and working environment to support a service orientation and coordination of campus resources, planned change, and continuous improvement.
- Lead department staffing and the selection, employment, compensation and evaluation of staff. Make recommendations regarding division personnel and encourage staff professional growth.
- Direct large, multi-discipline staff; managing work allocation, problem resolution and motivating staff to achieve results; identify staffing needs and develop plans to address these needs.

### **Integrated Support Services:**

The AVP/CIO is one of the College leaders in promoting shared services, both inside the College, with RI IT organizations and via the “cloud.” With limited staff and financial resources, he/she sells and champions ways to serve our customers in more efficient and effective ways.

- Work with the student body and the Student Success professionals to advance the student experience with creative technology integration where students live, work, and play.
- Manage the end user support structure to provide guidance and the highest level of support to faculty and staff in understanding the value of technology, engineering guidance, leveraging appropriate technology and maximizing the value of available resources.

- Ensure rapid response to and resolution of end user problems and concerns; respond to technical emergencies outside normal working hours as needed.
- Establish, manage, and provide reporting and performance metrics to assess end user support deliverables and identify trends.

### **Information Security:**

- Policy Development and Implementation: Establish, enforce, and regularly update comprehensive security policies to protect assets and ensure compliance with FERPA, GLBA, PCI, and NIST 800-171. Safeguard student, employee, and organizational information with administrative, technical, and physical measures.
- Risk Management and Incident Response: Conduct risk assessments, manage third-party compliance, and maintain a robust incident response plan with clear reporting procedures. Coordinate incident management and conduct post-incident analysis to enhance security measures.
- Data Privacy and Security Architecture: Oversee data protection measures, including encryption and access controls, to ensure compliance with privacy laws. Design and implement security architectures, deploying technologies like firewalls and intrusion detection systems to protect sensitive information.
- Awareness, Training, and Compliance: Lead security awareness programs, fostering a security-conscious culture. Align the security program with industry standards and regulatory requirements, preparing reports and conducting continuous monitoring and audits.
- Business Continuity and Vendor Management: Develop and maintain business continuity and disaster recovery plans. Manage third-party service providers to ensure compliance, conducting regular security assessments and audits.
- Security Monitoring and Access Management: Implement continuous monitoring and real-time threat detection. Establish stringent access management protocols, regularly reviewing and updating access controls.

### **Hardware, Software, Network, and Technical Leadership:**

Working closely with the Directors and Managers of ITS, promote a systems architecture, set of adopted technology standards and use of open source products, where appropriate:

- Establish state of the art infrastructure to support and guide individual departments/schools/divisions in computing and information technology efforts to ensure effectiveness, quality, and consistency with overall College, School and departmental objectives.
- Coordinate long-range planning for administrative computing, faculty computing, academic/instructional computing technology, network infrastructure/data communications - assuring adequate capability for academic and administrative objectives.
- Recommend the most appropriate computers and associated software for the anticipated and upgrading of computer technology in an academic and administrative environment. Facilitate adoption of appropriate technology in both academic and administrative areas.
- Keep abreast of current trends in technologies and products to determine appropriate specifications for hardware, software, and peripherals. Provide recommendations to senior management on prudent investments in technology.
- Coordinate the integration and networking of multiple technologies including wired, wireless, mobility, cloud services, and remote access. Develop, implement, and monitor readiness of security, emergency response, and back-up plans.
- Negotiate and manage vendor contracts for the acquisition of software licenses, consulting and maintenance agreements for administrative and academic hardware, software, and peripherals;

- Recommend enhancements to ITS operations to increase efficiency, reduce costs and increase performance.

**REQUIRED QUALIFICATION STANDARDS:**

**Education:** Master's degree from an accredited institution in Business Administration or Information Systems.

**Experience:**

- Minimum of ten years of progressively responsible computer information systems experience, with emphasis on systems analysis and design, systems development, computer operations, network design and operations, programming, and management of multi-platform computer systems.
- Significant information technology leadership and management experience applying computing and information technologies in support of administrative and/or academic objectives.
- Demonstrated experience with computer and network security as it relates to college/university/public environment.

**Skills, Knowledge, and Abilities:**

- Knowledge and understanding of the principles, processes, and requirements for strategic planning and development within a public institution.
- Skill in business and financial planning and management.
- Demonstrated knowledge, understanding, and record of achievement in information systems management within a large, diverse, multipurpose institution.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Evidence of creativity, flexibility, innovation, and vigorous leadership.
- Change management skills.
- Ability to increase resources through external sources.
- Ability to communicate the criticality of information technologies in support of College administrative and academic objectives.
- Strong service commitment to clients.
- Demonstrated ability to advance innovative programs in response to a rapidly changing information technology environment.
- Excellent interpersonal, communication and collaborative skills.
- Demonstrated ability to build team support.
- Understanding of the mission, role, and operations of computing, and information technologies.

**ENVIRONMENTAL CONDITIONS:** The employee is not exposed to known adverse environmental conditions.

*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.*