SAN JOSE EVERGREEN COMMUNITY COLLEGE DISTRICT

Management Job Description

Position: Associate Vice Chancellor, Information Technology

Services and Solutions

Department: ITSS

Location: District Office

Date: Feb. 9, 2022

POSITION PURPOSE

Reporting to the Chancellor or delegate executive, the Associate Vice Chancellor of Information Technology Services and Solutions (AVC-ITSS) is responsible for leading the District’s Information Technology (IT) function by building and managing the staff, services, technologies, security, and data that enable digital transformation. The role provides leadership in the modernization of infrastructure and the adoption of the next-generation technologies and platforms that support digital transformation and provide interoperability and data integration, leading to an efficient operational and learning environment for students and employees.

NATURE and SCOPE

The Associate Vice Chancellor of Information Technology Services and Solutions serves as the Chief Technology Officer (CTO) for the District and is responsible for developing and implementing strategies to effectively deliver IT services to students, faculty, and staff. The Associate Vice Chancellor oversees centrally managed information technology infrastructure and services, and oversees distributed information technology across entire district and colleges. The position requires broad domain expertise to give direction to the rest of the organization and perform critical functions/tasks, including long-range planning, communications, and project portfolio management.

KEY DUTIES and RESPONSIBILITIES

Strategic Direction Setting

1. Provide strategic vision and leadership to the district on emerging trends, IT issues, policies, and technology investment.

2. Develop and execute an IT strategy that takes advantage of emerging technologies to support the mission of the District adding security, efficiency and reliability to all processes.

3. Develop and implement an integrated data strategy that provides access to data from diverse sources and extends the collaboration through different platforms and reporting engines.

4. Act as expert advisor to the district technology leadership to evaluate and recommend policies and procedures related to IT. Educate the Cabinet and college leaders about the enterprise changes that underpin success in digitization and ongoing technology improvements.

5. Work with the State Chancellor’s Office and other technology leaders across the State to leverage information and best practices.

6. Lead the on-going development, improvement, and implementation of District Technology Plan in consultation with appropriate administrators, faculty, staff and district governance and other college-based groups.

Service and Product Delivery

7. Define enterprise cloud service governance and oversee migration of enterprise applications, platforms, and data to cloud solutions.
8. Work collaboratively with faculty, staff and administrators to develop, maintain, and support computing and communications services to facilitate student success and its initiatives.

9. Develop and oversee the creation and management of best practices around Cybersecurity and compliance (including 508 compliance).

10. Lead the implementation of industry standards and development methodologies, including agile and data services, to increase responsiveness and growth.

11. Create the foundation for embedding new technologies to support learning and student services.

12. Hold vendors accountable and ensure optimal use of licenses.

13. Ensure interoperability throughout the digital product portfolio to create value to channel partners and deliver an effortless and seamless digital customer experience.

Functional Management and Staff Development

14. Lead the District Office technology team to meet strategic planning, budget management, communication, and functional coordination goals.

15. Manage enterprise data confidentiality, integrity, and availability without disrupting digital transformation and growth.

16. Administer sourcing decisions and scalable vendor management processes.

17. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; orient, train, counsel, and discipline employees according to appropriate personnel policies and procedures.

18. Develop the next generation of IT leaders who can build strategic partnerships with internal and external stakeholders to move the business towards digitally-enabled growth.

19. Encourage learning from failures and creates a climate of openness to new ways of working, risk, and uncertainty.

20. Contribute to District’s goals for talent development, retention, diversity, and inclusion.

21. Develop and manage District wide budget for programs and services in ITSS.

22. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. District organization, operations, policies, mission, and objectives.

2. Knowledge of emerging technologies and trends.

3. Principles and practices of project management, leadership, and supervision.

4. Understanding of change management, financing, and strategic planning.
5. Budget preparation, control, funding and regulations regarding use of funds.

6. Educational institution operation, related laws, regulation, public policies and administrative practices.

7. Cloud computing, cybersecurity, business intelligence and analytics, project management, ERP, SIS, LMS and collaboration and productivity tools.

Skills and Abilities:

1. Ability to develop strategic initiatives and oversee the development of long-term plans and proposals to support business objectives.

2. Ability to understand the technology and service-delivery needs for diverse learners and employee stakeholders/users.

3. Ability to effectively lead the execution of complex technology plans and programs.

4. Ability to establish and implement a strategic vision for technology that serves a diverse community.

5. Ability to formulate, obtain and prioritize budgets.

6. Strong interpersonal skills and abilities to build coalitions and collaborative working relationships.

7. Strong leadership in planning and implementing a complex and integrated program of information systems and technology.

8. Strong organizational skills and business acumen when managing multiple projects.

Education and Experience:

1. Master's degree in computer science, information technology management, engineering, science, business administration, or related field.

2. At least five years of experience directing and managing large technology teams, and working with executive cabinet at a senior management level.

3. Experience in managing project portfolios, introducing infrastructure as a service (IaaS) and software as a service (SaaS) into large organizations.

4. An IT or cybersecurity management certification or equivalent experience, OR Program Management Professional (PMP) or equivalent project management experience required.

5. Significant record of progressive accomplishment as a leader of a complex information technology organization.

6. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Preferred Qualifications:

1. Experience in a leadership position in a large educational environment.

2. Experience working with IT systems across a multi-campus college district.
3. Experience with delivery of instructional/academic technology.

4. Experience with developing and managing information technology budgets, including total cost of ownership budget management for large complex projects.

5. Any certifications or formal training in CISSP, CISM, CEH, CFI or equivalent. CompTIA Fundamentals+, Network+, Security+, Cloud+, Microsoft Technology Associate (MTA), PMI Certified Associate in Project Management (CAPM), Systems Security Certified Practitioner, Six Sigma.

6. A doctoral degree in a related field.

**Working Conditions:**

1. Typical office environment.

Board Approved: 2/8/2022
Salary Range: EM-3
EEO-Category: 2B1 Executive/Administrative/Managerial