

CHIEF TECHNOLOGY OFFICER

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Information Technology (IT) Department, including College-wide information systems infrastructure, network administration, academic technology support, and telecommunication systems; directs and administers the information technology support operations and activities of the College, including installation, maintenance, and upgrade of all network, telecommunications, and computer infrastructure; provides strategic leadership for enterprise information systems, including the College's student information systems (SIS) and data environments that support enrollment management, student success, and institutional planning; cybersecurity programs, data governance; emerging technologies; artificial intelligence; advanced analytics; and technology-enabled campus infrastructure supporting instructional and operational environments; provides highly responsible and complex professional assistance to management in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the managerial personnel. Exercises general direction and supervision over management, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This position is within the classified administrator classification and oversees, directs, and participates in all activities and functions of the Department, including planning and development and administration of departmental policies, procedures, and services. This class provides assistance to management in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and College functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include accountability for ensuring strategic alignment of the College's information technology infrastructure and operations with student success, enrollment management, and institutional goals.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all Information Technology Department programs, services, and activities, including information systems infrastructure, network administration, academic technology support, enterprise information systems, and telecommunication systems.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within College policy, appropriate budget, service, and staffing levels.
3. Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

4. Selects, trains, motivates, and directs the assigned department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
5. Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships.
6. Oversees and manages the administration and maintenance of the College's information technology infrastructure, including network systems, telecommunications, enterprise applications, and cybersecurity architecture designed to protect institutional systems and data; evaluates, selects, and approves College-wide computer purchases.
7. Directs the planning, implementation, maintenance, and integration of the College's enterprise administrative system.
8. Oversees long-term information systems strategies to plan for and control network upgrades and growth; evaluates and implements emerging technologies, including artificial intelligence, automation, advanced analytics, and cloud-based services, to support instructional, operational, and administrative functions; encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
9. Develops and oversees enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of College network information systems; establishes and maintains institutional data governance frameworks and standards related to data integrity, stewardship, privacy, and appropriate use of College data assets; develops technology standards and architecture for integration of campus infrastructure systems, including network, telecommunications, and technology-enabled building systems.
10. Updates and maintains the IT Master Plan; provides strategic advice on evaluation, selection, implementation, and maintenance of information systems, ensuring appropriate investment in operational systems, cybersecurity protections, and the responsible use of emerging technologies, including artificial intelligence.
11. Provides leadership for institutional cybersecurity and information security initiatives, including risk assessment, incident response planning, security awareness programs, and compliance with applicable federal and state data privacy regulations.
12. Conducts a variety of College-wide technology-focused organizational and operational studies; recommends modifications and identifies opportunities for improvement to systems, policies, and procedures as appropriate.
13. Ensures that all capital construction and renovation projects align with the College's IT Master Plan and broader institutional goals. Collaborates with Facilities Planning and Management, academic departments, and administrative units to plan and implement network infrastructure, smart classroom technologies, telecommunications systems, audio-visual systems, and other technology-enabled building systems; ensures that technology standards, security requirements, and operational needs are incorporated into facility design and construction.
14. Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and

- recommends project award; coordinates with legal counsel to determine College needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
15. Represents the department in activities with to other College departments, officials, outside agencies, and the public; explains and interprets departmental programs, policies, and activities; responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
 16. Prepares and conducts various end-user training sessions on IT system operations and functionality to encourage effective use of computing systems and data.
 17. Chairs and participates on a variety of professional group meetings, boards, commissions, and committees.
 18. Directs and participates in utilizing a variety of computerized reports and data analytics tools utilized in College planning, including systems that support enrollment management, student success initiatives, and institutional effectiveness, and state and federal reporting requirements.
 19. Monitors changes in laws, regulations, and technology that may affect College or departmental operations; implements policy and procedural changes as required.
 20. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
 21. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
 22. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 23. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
 24. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
 25. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
 26. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
 27. Performs other related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
4. Public agency budget development, contract administration, College-wide administrative practices, and general principles of risk management related to the functions of the assigned area.

5. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
6. Principles and practices of enterprise information technology management, including infrastructure, cybersecurity, enterprise applications, student information systems that support enrollment management and student success initiatives, data governance, emerging technologies such as artificial intelligence, and technology planning for institutional facilities.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
9. Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
10. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
11. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, and regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diverse, equitable, inclusive, socially just, antiracist, and accessible in the recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
5. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
8. Communicate effectively through various modalities.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

11. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
13. Establish and maintain a variety of filing, record-keeping, and tracking systems.
14. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited college or university with major coursework in computer science, information systems, information technology management, or a related field; and
2. Five (5) full-time equivalent years of management experience overseeing all aspects of an information systems program within a large complex environment.
 - a. Additional years of experience can be substituted for the required education on a year-for-year basis.

Desirable Qualifications:

1. Master's degree from a regionally or nationally accredited college or university with major coursework in computer science, information systems, information technology management, public administration, or a related field.
2. Experience overseeing enterprise information systems, including student information systems, cybersecurity programs, or institutional data governance initiatives in a higher education environment.
3. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
4. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and

through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023; 4/2026