



Position Title: Director of Information Technology (IT)

Department: Information Technology

Reports to: Vice President of Operations

FTE: 1.0 FTE

Called: No

Revised: 01.19.2024

POSITION SUMMARY

The Director of IT is a hands-on leader who ideally has a broad range of experience in IT planning, vendor management, staff and operational development, governance, and budget oversight. This role is ideal for someone who can effectively manage multiple responsibilities, integrate internal and external IT service providers, and adapt to the evolving needs of the institution.

RESPONSIBILITIES

Collaborate with stakeholders across the college to understand needs and set the IT agenda.

- Act as a liaison between the IT department and other departments within the college.
- Understand their technological needs and incorporate them into the IT strategy and work plan.

Create technology roadmaps aligned to institutional goals.

- Develop IT strategies and tactics for the implementation and maintenance of technology infrastructure that aligns with the college's long-term goals.

Establish IT Governance to support and protect Information Technology's role within the college's mission.

- Engage campus leaders for broad input and guidance to provide a sustainable Information Technology environment.
- Implement policies and procedures that ensure the effective and efficient use of IT resources, while minimizing risks related to information/cyber security and compliance.

Lead an IT team, managing workloads and projects, developing and improving operational process and procedures.

- Oversee the IT staff, delegate tasks, and ensure that all operations run smoothly.
- Implement best practices for IT processes and workflows.

Build and maintain strong vendor partnerships to deliver and support IT services.

- Establish relationships with technology vendors and service providers.
- Negotiate contracts and ensure that the services provided meet the college's needs.
- Ensure seamless integration of IT managed services with campus IT operations.



Develop and manage the IT budget and operate within financial constraints.

- Prepare and manage the IT budget, ensuring that all expenditures provide value and stay within the allocated funds.

Establish IT metrics, measure performance, and identify efficiencies and improvements.

- Implement a system for tracking IT performance metrics.
- Regularly review these metrics to identify areas for improvement and ensure that the IT department is meeting its objectives.

Maintain continuity plans and monitor information security.

- Develop and implement disaster recovery plans to ensure the continuity of IT services.
- Regularly review and update the college's information security policies.

Keep abreast of technology innovations relevant to higher education.

- Stay informed about the latest technology trends and innovations in the field of higher education.
- Evaluate new technologies for potential implementation at the college.

Regularly communicate with stakeholders.

This role requires a blend of strategic thinking, technical skills, leadership skills, and of technology in the context of higher education, and the ability to lead teams and manage projects and vendors.

DESIRED QUALIFICATIONS AND REQUIREMENTS

1. Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field.
2. Customer service-oriented with excellent interpersonal skills.
3. Ideally has experience in IT leadership roles, preferably in higher education or a similar environment.
4. Knowledge of relevant regulations, compliance requirements, and best practices in IT governance and security.
5. Experience in developing and implementing IT strategies, policies, and procedures.
6. Experience in enterprise application management, application development, and process improvement.
7. Solid understanding of computer systems, security, network administration, databases, and data storage systems.
8. Experience in managing third-party vendors.
9. Excellent project management skills and ability to work under pressure.
10. Keen attention to detail and strong problem-solving abilities.
11. Ability to manage teams, optimize workforce capabilities, and foster a positive work culture.
12. Ability to stand, walk, sit, and climb in carrying out daily duties.
13. Lifting of up to 50 lbs. on a periodic basis is required