

**EXCLUDED STAFF
POSITION DESCRIPTION**

For HR Office Use Only
Current Range: MnSCU Admin 7
Date Range Approved: 12.11.03
PCN: 794747

MN State Colleges & Universities

Employee Name:

College/University: Metropolitan

Administrative Unit: Administrative Affairs

Department & Program: Information Technology

Position

Title: Associate Vice President , Information, Telecommunications, & Technology

Assignment Specialty, if applicable:

Employee Signature _____ Date: _____

Supervisor's Signature: _____ Date: _____

Supervisor's Title: Vice President, Administration & Finance

Date _____
Employee's Signature (This position description accurately reflects my current position.)

Date _____
Supervisor's Signature (This position description accurately reflects the employee's position.)
Metropolitan State Vice-President for Finance and Operations

REQUISITE QUALIFICATIONS (Enter minimum number of years of formal education and/or experience which is required for this job. Do not list preferred qualifications, or your own current educational qualifications.)

Education: Bachelor's degree. A graduate degree in a related academic discipline preferred.

Professional Licensure/Certification: None

Experience: At least five years of administrative and supervisory experience in a related area, including work in higher education.

Other Special Requirements: Strong knowledge of state-of-the-art computing, telecommunications and information technology, especially related to instructional technology.

QUALIFICATIONS FOR APPOINTMENT

A. Knowledge, skills and abilities required to perform duties and responsibilities:

Managerial and supervisory skills, demonstrated experience with hardware, software and operating systems, extensive knowledge of and experience with instructional technology, excellent leadership, organizational and

interpersonal communication skills, experience with budget development and management, a demonstrated commitment to affirmative action in staffing and operations.

B. Physical requirements (e.g, lifting and carrying equipment and materials, required overnight travel):

Occasional overnight travel. Physical requirements are those of a typical office environment.

DIMENSIONS: (Attach detailed organizational chart which clearly indicates reporting lines and supervisory responsibilities.)

Budget: Salary \$ \$1,348,120 Operating \$ \$907,751

Direct Supervision: [This refers to the number of supervisees that you directly supervise] Note: do not include lead work or functional supervision

FTE Employees 5
FTE Students (3 HC students = 1 FTE) 1
HC Non-Credit Employees (if applicable) _____

Supervisory Accountability: [This refers to the total number of employees you have responsibility for; i.e., those you supervise and the employees they supervise.]

FTE Employees 22
FTE Students (3 students = 1 FTE) 30
HC Non-Credit Employees (if applicable) _____

Position Assigned to Work: indicate number of months per year: 12 months/year;
indicate whether full or part-time: X full time; _____ part-time

POSITION SUMMARY:

The Chief Information Officer (CIO) provides technology vision and strategic leadership for the University, and policy formulation and executive management of the Information Technology Office, covering all telephony and technology related instructional, administrative and academic needs of the University community. The CIO is also a full spectrum contributor as a member of the President’s Cabinet to the development and management of institutional and instructional strategies and directions for the University as a whole. The CIO is also an active partner contributing to system level technology efforts. This position coordinates with and serves all Metropolitan State campuses, and assists with the co-location planning and information technology initiatives of Minneapolis Community & Technical College.

DUTIES AND DELEGATED RESPONSIBILITIES:

% TIME AREA *Description* Task(s) are in Capital Letters

25% 1. SYSTEMS ANALYSES AND PLANNING

Prepare for, direct, and support strategic plans for long-range technological goals:

- A. Serve as consultant to/with university's highest administrators to determine computing and information needs, and to implement systems to meet those needs
- B. Chair the IT Steering Committee, and participate in University administrative efforts to ensure implementation of information technology vision, policies and procedures
- C. Implement academic projects to move the university toward technology-based instructional deliveries (multimedia, web courseware development)
- D. Research and improve the university's ability to provide all-purpose computing and information services via the web
- E. Review existing university systems to determine necessary upgrades, technological improvements, and future systems for adoption into university IT operations.
- F. Participate as a Gartner 'Adviser' – in order to conduct necessary IT research and development activities.
- G. Participate in professional conferences, workshops, and/or seminars to remain current with technological advances and to enhance proficiency in this position.
- H. Continue professional memberships in technology and information entities.

20% 2. TECHNOLOGY SERVICES

Oversee development and use of technology and telecommunications:

- A. Provide direction for operation of computing resources: server-based systems, local area networks, applications software, mainframe connectivity, and integration of LAN/WAN systems.
- B. Administer and insure the provision of technology training services related to application software, hardware systems, mainframe access, E-mail, and Internet.
- C. Develop and implement organizational policies for technology use, and incorporate security and back-up systems as needed.
- D. Manage the information and data system(s), which includes connectivity to MnSCU wide area networks, Intertechnologies Group, and MetNet services.
- E. Analyze operational methods and procedures to improve information and technology delivery systems.
- F. Establish means and methods for the development and delivery of on-line, technology-based courses.
- G. Implement and oversee system disaster recovery plans and monitor progress
- H. Research the assumption that IT will assume operations for the audio-visual and equipment delivery services to the university.

15 % 3. TELEPHONE RELATED SERVICES

Prepare, direct, and support strategic plans, and insure such services are available as needed:

- A. Select, install, and implement a state-of-the-art telephony system for the entire university.
- B. Implement approved strategies and actions suggested by periodic consultant reports

- C. Serve as consultant to university administration and staff on telephone and fax related matters
- D. Establish training programs to insure successful uses of telephone services as requested
- E. Deliver voice mail, basic telephone and fax services in an acceptable manner.
- F. Implement telephone and fax projects to keep the university competitive and responsive.
- G. Produce periodic reports on usage of voice mail, fax, and long distance calls
- H. Prepare annual telephone budgets and reports as needed.

5 % 4. AUDIO VISUAL RELATED SERVICES

Prepare, direct, and support strategic plans, and insure such services are available as needed:

- A. Select, install, and implement a state-of-the-art A/V equipment for the entire university.
- B. Implement approved strategies and actions suggested by periodic consultant reports
- C. Establish training programs to insure successful uses of A/V equipment
- D. Deliver interactive voice and video conferencing services in an acceptable manner.
- E. Ensure that A/V equipment is appropriately scheduled and delivered for use by faculty and staff
- F. Prepare annual A/V budgets and reports as needed.

15% 5. SUPERVISION AND MANAGEMENT

Plan, organize, and supervise work of departments:

- A. Select, develop and evaluate performance of key technical, analytical and managerial staff.
- B. Develop departmental policies and implement operational procedures.
- C. Plan and recommend personnel and non-personnel budget actions.
- D. Supervise operation of computer facilities, including technology classrooms and labs.
- E. Manage cost centers to assure that needs are met and fiscal integrity maintained.
- F. Maintain an accurate inventory of technology equipment
- G. Provide direction for the acquisition, installation, maintenance, and repair of technology-based equipment, software, and peripherals.

10% 6. PROJECT AND RESOURCE ADMINISTRATION

Identify technological needs of faculty and staff related to successful implementation of technology systems within the University:

- A. Develop policies and procedures related to providing IT resources for academic and administrative use of technology.
- B. Direct strategic planning for use of technology; identify projects and distribute technology resources.
- C. Provide feasibility studies, cost estimates, and project requirements.
- D. Negotiate and manage contracts with local and national vendors.
- E. Coordinate design and configuration of campus computer classroom and Open Lab facilities.
- F. Research new technological developments and business trends within the technology industry to select vendors with long-term product and services viability.

10% 7. LIAISON RESPONSIBILITIES

Coordinate with educational groups using technical knowledge and human relation's skills:

- A. Assist the President's Council by representing technology and information items/agenda/issues, etc. for top management committees and planning initiatives.

- B. Actively partner and collaborate with the Office of Chancellor ITS division to contribute to system level efforts and advocate the University and system-wide information and technology needs
- C. Maintain information linkages with other organizations and agencies (e.g., MCTC, other Minnesota State Colleges and Universities institutions and the Office of the Chancellor, State of Minnesota Intertechnologies Group, and other institutions of higher education).
- D. Chair principal technology planning committee(s) to define/refine comprehensive technology plan(s.)
- E. Serve as institutional representative for higher education technology organizations, committees, etc.
- F. Maintain contacts with hardware, software, audio-visual equipment and telecommunications vendors, consultants, and manufacturers.

NATURE AND SCOPE:

QUALIFICATIONS:

- Strategic and tactical planning skills in complex technical areas
- Demonstrated leadership, management and policy formulation skills
- Skill in delegation and ensuring results and accountability
- Business technology planning including collaborative planning processes
- Ability to work collaboratively with business, industry and partner organizations
- Ability to manage multiple, complex and competing priorities
- Strong analytical and problem solving abilities
- Strong written, verbal and listening skills to formulate and communicate technology vision
- Ability to innovate and improvise
- Ability to think creatively and with originality
- Knowledge and experience with personnel management policies, practices and principles
- Knowledge and experience in budget building and administration
- Critical human relations, mediation and conflict resolution skills
- Ability to work with diverse groups and foster consensus building
- Thorough knowledge of computer hardware, software, networking and telecommunications
- Thorough knowledge of current and emerging information and technology services
- Thorough knowledge of instructional technologies
- Ability to create and manage an integrated information technology infrastructure
- Proven ability to evaluate and integrate current technology innovations in ongoing practices
- Strong skills in business analysis and design
- Proven project management skills to guide improvement or reengineering initiatives
- Knowledge of higher education leadership and administration
- Understanding of shared governance in academic setting
- Dedication to institutional success of the University
- Understanding of fundraising and promotional principles

RELATIONSHIPS:

This position reports to the Vice-President of Finance and Administration at Metropolitan State. Overall direction is provided for all information, technology, and telecommunications areas. There is frequent

interaction with all university administrators, faculty and support staff, and students, as well as other state educational institutions. Communication is both oral and written, varying from daily interactions with staff and managers to correspondence and written reports with users and clientele within and outside the university. Required meetings vary from internal staff meetings to participation on presidential cabinet and councils and planning teams, and to select MnSCU committees, including the Metro Technology Directors and the statewide CIO meetings. Participation in institutional and regional meetings is requisite and membership in community/professional organizations is expected. Crucial technology planning and implementation must be coordinated with Minneapolis Community & Technical College on a regular basis.

KNOWLEDGE, SKILLS AND ABILITIES:

The individual in this position must be familiar with principles and practices of both administration and supervision, including planning, budget development, project management, task assignment, and performance evaluation. Strong oral and written communications skills are mandatory, sufficient to convey information effectively to a wide array of clientele. The individual must have experience in the administration of academic (instruction) for students, faculty, and staff of a wide variety of ages, abilities, and interests. A doctorate is highly desirable, as is training in wide variety of technical areas, including network systems, telecommunications, computer operations, curriculum development, media, etc. Furthermore, the individual in this position must have successful management working experience in the support of end-user computing for a minimum of five years. Specifically, the individual must have a working knowledge of either Novell or Microsoft network operating systems, including a hands-on ability to troubleshoot a wide variety of computer and networking hardware components. The individual must also be able to configure a wide variety of computer workstations for networking access, including Macintosh and Windows computers. A demonstrated ability to learn complex procedures or advanced software applications in both academic and administrative computing areas is highly desirable. The individual must be able to initiate and maintain a courteous and professional conversation and relationships with a wide variety of clientele from a diverse community of administrators, faculty, students and staff.

PROBLEM SOLVING AND CREATIVITY:

The individual in this position must have excellent problem solving and organizational skills, including the ability to handle numerous tasks at once. The problem solving skills must be both in computer and people areas. The individual must have the ability to anticipate and address potential problems across a wide variety of service areas. The need exists for the individual in this position to utilize creativity as to how to meet a service need/demand, since often times a regular and conventional means will not be available. Often it will be necessary for the individual in this position to partially trouble shoot a problem in order to know what to report, and how to report the problem, to others who may have to eventually solve the problem. This individual must also be able to create and present education and training programs to a wide variety of technology users. Human relations are essential because the position's responsibilities include working with Student Affairs, Finance & Administration, and Academic Affairs on various information technology topics, as well as with the IT staff.

FREEDOM TO ACT:

This person will may exercise all operational decisions to support the IT goals and objectives of the university and assigned areas. The individual in this position must be able to take a problem and design a complete plan for solving that problem, regardless of time or difficulty. Realizing daily objectives, in view of the many interruptions that will occur in this position, will demand that the individual be free to act in a variety of ways. General guidance and direction from supervisor will be available both on a regularly scheduled basis and when requested.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under her/his supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.