Position Title: Chief Information Officer (CIO)

Function: Under the direction of the Vice President for Administration, the CIO provides leadership and direction to strategically align technology resources with Gordon’s mission. From day to day operations to long term planning, the CIO encompasses all aspects of technology resource planning and implementation. The CIO maintains a grasp on current and upcoming technologies in order to keep the campus agile while maintaining a secure environment that protects the college from unnecessary risk and liability. The CIO collaborates closely with Gordon College’s leadership to ensure that campus technology is used in a meaningful way to support the campus in an increasingly technology driven environment.

Description of Duties and Tasks:

Primary Responsibilities:

1. Provides strategic planning for aligning the use of technology with campus priorities and objectives.
2. Provides leadership for planning, implementing, managing and overseeing the overall use of Information Technology at Gordon College.
3. Supervises all the teams within CTS, provides regular feedback, sets expectations/goals and performance reviews for all direct reports.
4. Ensures technical systems and procedures lead to the outcomes that are in line with Gordon’s objectives and priorities.
5. Plans, coordinates, and directs all operational activities of the department, and provides direction and support for IT solutions that improve the College’s operations.
6. Oversees all IT projects and provides leadership to accomplish institutional goals on time and on budget.
7. Oversees customer service and user experience to ensure that the Gordon community can successfully leverage the technology available to them.
8. Manages the development and growth of all IT personnel. Develops cross-training and career development opportunities within the IT organization to support staff growth and creative problem solving within the department.

9. Provides leadership to create an environment where staff are highly motivated and engaged.

10. Chairs the Information Security Steering Committee and creates policies and procedures in coordination with industry professionals to ensure safe data practices for the campus.

11. Reviews all substantive technology solutions across all College departments to ensure technical integration feasibility and priority and a reduction in solutions serving redundant purposes.

12. Establishes IT policies, procedures, strategies, and standards to ensure safe and efficient use of Gordon’s technology resources.

13. Makes available a stable, scalable, flexible, and cost-efficient IT infrastructure to support the campus.

14. Leads an effective IT lifecycle management initiative to ensure the full value of all infrastructure assets is achieved.

15. Manages strategic relationships with vendors and negotiates on behalf of the institution for software and services that are needed to meet institutional objectives.

16. Establishes and oversees the technology budget for the College. Collaborates with the Finance team to ensure that capital purchases are aligned with institutional resources.

17. Participates in College-wide committees, task forces, and governance groups.

18. Contributes to professional training, industry conferences and conventions, and special interest groups.

19. Handles other duties, responsibilities, and special projects as required and/or assigned.

**Required Knowledge, Skills and Abilities**

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

- Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

- This role should assist the college in advancing their mission by creating the tools and efficiencies needed for our campus to thrive. By placing the best tools in the hands of our faculty and students, the CIO can have a significant impact on Gordon’s ability to fulfill our mission and glorify the Lord through our work. This role will ideally facilitate a culture of collaboration that breaks down artificial barriers between departments, and allows us to have a unified and team-centered approach to our projects. Finally, this role should help the college be great stewards of our resources by making wise decisions with
our funds and by aligning the appropriate team members to projects that will allow them to flourish.

**Education/Experience:**
- Bachelor's degree in computer science, information management, or related experience
- 5+ years of experience managing within IT
- Proven experience leading IT projects and working on cross-functional teams
- History of effective interaction with senior leadership
- Ability to work with diverse groups both technical and non-technical

**Essential Attributes:**
- Works well individually and in team settings
- Highly motivated and dedicated to customer service
- Dedicated to continuous improvement and life-long learning
- Capacity for creativity and flexible problem solving

**Language Ability:**
- Excellent oral and written communication skills, with expertise in client and other interpersonal interactions
- Ability to read, analyze, and interpret periodicals, professional journals, and technical procedures
- Ability to write reports and construct business correspondence

**Computation Ability:**
- Ability to identify the most appropriate use of technology based on the College’s needs and architecture principles
- Solid understanding of how technologies work, how they are implemented, and how they are appropriately used
- Ability to understand upcoming technology capabilities and plan accordingly

**Reasoning Ability:**
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables

**Computer Skills:**
- Technical and process expertise in the areas of voice/data networks, server and storage management, internet/intranet security, desktop development and support, data center management, and business continuity
- Experience in defining, building, and supporting infrastructure systems with a 24x7 service requirement

Position Code: CTS-CIO-1
Grade: 10
FLSA Status: Exempt