Position Title: Chief Information Officer
Supervisor: President of the College
Classification: Administrative Management, exempt, full-time, year-round

The Chief Information Officer (CIO) reports to the President, provides strategic direction for technology support throughout the campus and in support of the College’s off-campus constituents, and collaborates with all departments at the College to understand core needs and issues. The CIO is responsible for planning, directing, and managing information and technology resources campus-wide, including academic and administrative computing, user training and support, instructional design services, media services, network and data security, telephone services, and video technologies - in support of teaching, learning, communicating and managing. The CIO has overall responsibility for all Office of Information Technology (OIT) professionals, and manages certain functions directly. The CIO coordinates outside contractors and consultants in several technologies. The CIO also plans the staff development and/or contracted resources necessary to support its implementation, commissioning and application.

Characteristic Duties & Responsibilities:
A. Responsible for the continuing development and improvement of the OIT concept at Muhlenberg, comprising academic and administrative computing, telecommunications, media services (including video technology), user support and training.
B. Works closely with the Provost to support digital teaching and learning, with a masterful command of tools and techniques for effective student and faculty engagement, interaction at a distance, and community development.
C. Responds astutely to technical and pedagogical trends, recognizes and integrates innovations in curriculum and pedagogy, reacts agilely to a changing market while achieving economic and pedagogical goals and managing a complex creation and delivery operation.
D. Meets regularly with constituents to define and pursue the needs of the campus community.
E. Prepares budget proposals, both operating and project related.
F. Represents Muhlenberg College within the LVAIC consortium, as it relates to technologies.
G. Works to stay current (concepts dealing with existing and emerging technologies, including direction and significance.)
H. Insures OIT quality, superior customer service and adherence to campus standards.
I. Maintains the OIT plan, and insures that operational and project-oriented goals are strategically directed in support of the mission of the College.
J. Works with various constituents in the definition and creation of grant proposals.
K. Provides direct supervision for several OIT professional and staff positions.
L. Works closely with Finance Office to ensure infrastructure maintenance and development, relating to physical plant projects.
M. Makes recommendations for development, application, and maintenance of information and technology resources campus-wide.
N. Works with senior managers across campus to set and maintain OIT priorities consistent with institutional needs.
Qualifications:
1. Master’s degree in Information Science (or equivalent combination of academic background and experience.)
2. Ten or more years of experience in managing, designing, developing and delivering information services and related technologies; a minimum of 4 years of higher education experience preferred.
3. Excellent written and verbal communications skills.
4. Outstanding ability to communicate with end-users, staff, executive, and external audiences.
5. Demonstrated leadership ability and project management expertise.
6. Strong planning and managerial skills.
7. Excellent organizational skills.

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