

## VICE PRESIDENT OF INFORMATION TECHNOLOGY SERVICES

### Job Description

**CATEGORY:** ADMINISTRATIVE AND PROFESSIONAL  
**POSITION STATUS:** FULL-TIME  
**FLSA STATUS:** EXEMPT  
**SALARY CODE:** 11  
**REPORT TO:** PRESIDENT  
**REVIEWED DATE:** MAY 01, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

#### JOB SUMMARY

This position serves as the Vice President of the Information Technology (VP of IT) of the College. The VP of IT provides leadership and vision for the use of information technology as a critical component for the success of the College. The VP of IT is responsible for leadership of the College's Information Technology Division to include application development, application management, network services, infrastructure services and system administration, IT security, and user support services. The VP of IT also serves as the Information Security Officer (ISO) for the College. The VP of IT is responsible for vendor management of the IT Outsourced Service Provider and for budget management of IT for the College. The position of VP of IT reports directly to the College President.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides leadership in the development, implementation and evaluation of College policies, procedures and guidelines pertaining to information technology.
- Develops an overall IT strategic plan to maintain a robust and unified information technology infrastructure, implement an academic and administrative technology strategy, and deliver a maximum return on investment in technology resources.
- Manages the operations of the Office of Information Technology, managing the IT Outsourced Service Provider responsible for overseeing IT functions including web service, application services, administrative computing, networking, user services, telecommunications, infrastructure services, and security.
- Partners with campus leadership on strategies that will enhance the teaching and learning process, and coordinates work efforts with the Vice President of Instruction on academic computing and distance learning strategies.
- Works closely with senior managers to provide IT support in areas to include institutional advancement, finance and administration, human resources, student services, and office of the president.
- Provides leadership in assessing operational and technology needs, and formulating strategies and work plans to achieve integrated, efficient and cost-effective technology solutions.
- Works with key stakeholders to develop, implement, and advance an overall shared vision for campus technology.

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- Implements technology innovations and improvements based on continual assessment of institutional technology needs.
- Oversees projects designed to streamline administrative processes through the use of technology to improve operational efficiencies.
- Creates an environment that ensures the integrity of institutional information, including the development, oversight and assessment of disaster recovery and backup procedures.
- Determines procedures and technologies to keep Texas Southmost College sensitive information secure.
- Provides advice and guidance to management on the emerging challenges in information security faced by academic institutions and leads initiatives to implement strategies to effectively mitigate the risks.
- Consults with senior management and key stakeholders at the College to exchange information, present new approaches, and discuss equipment/system changes.
- Fosters a work environment that encourages a culture of high performance focused on improving operations, streamlining work operations, and providing quality customer service.
- Establishes goals and performance and accountability measures to ensure managers are meeting timelines and goals, working within budgetary guidelines, and providing a high level of customer and service delivery.
- Effectively manages operating and capital budgets.
- Manages key relationships with IT vendors and service providers. Participates in vendor contract negotiations for new computer equipment, cloud computing and software purchases.
- Leads the process of systemic review and evaluation for the Office of Information Technology functional areas per the model adopted by the College.
- Prepares, recommends, and implements budgets for assigned areas, monitors expenditures, assures that human and financial resources are allocated efficiently and effectively, and takes necessary actions to ensure compliance with budget limitations and established fiscal policies.
- Assists with the process for systematic review and evaluation of the planning unit per the model adopted by the college, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Attends all Board meetings.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by the Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs other duties as assigned.

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**REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to and passion for the mission of the community college.
- Ability to effectively supervise and motivate personnel.
- Ability to embrace a culture of inquiry, evidence and innovation.
- Demonstrated knowledge of the planning, implementation and monitoring of budgets in an educational environment.
- Demonstrated ability to lead people and work collaboratively.
- Ability to identify and plan for strategic department needs and set and achieve short-term and long-term goals.
- Ability to organize and manage multiple priorities and projects.
- Excellent interpersonal and communication skills, a strong technical base, and demonstrated management skills.
- Demonstrated excellent supervisory, administrative, communication, interpersonal, and leadership skills to interact with individuals from diverse socio-economic backgrounds.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling and directing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or the board of trustees.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

**REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree or higher in Information Technology, Computer Science, Computer Information Systems or related field from an accredited college or university.
- Minimum of ten (10) years of experience with systems and departments in a higher education or government environment including student information systems and software, or network management or administrative systems, and collaborative projects.
- Demonstrated experience with employee and user training and development.

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- Demonstrated experience in IT infrastructure strategic planning and development, project management, and policy development.
- Demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office.
- Demonstrated experience in managing an IT outsourcing provider with a minimum of a three (3) year contract and inclusive of network, infrastructure and applications.
- Demonstrated experience with IT Security or cyber security with the protection of computer systems and services.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Master's degree or higher in Information Technology, Computer Science, Computer Information Systems or related field from an accredited college or university.
- Fifteen (15) years of experience with systems and departments in a higher education or government environment including student information systems and software, or network management or administrative systems, and collaborative projects.
- Demonstrated experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology.

### **CERTIFICATES AND LICENSURES**

None required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

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**Posting Specific Questions**

Required fields are indicated with an asterisk (\*).

1. \*How did you hear about this employment opportunity?
  - TSC Website
  - HigherEdJobs
  - Indeed
  - LinkedIn
  - Specialty Job Board
  - Facebook
  - Work-In-Texas/ Texas Workforce Commission
  - Job Fair
  - Personal Referral
2. \*Do you have Bachelor's degree or higher in Information Technology, Computer Science, Computer Information Systems or related field from an accredited college or university?
  - Yes
  - No
3. \*Do you have a minimum of ten (10) years of experience with systems and departments in a higher education or government environment including student information systems and software, or network management or administrative systems, and collaborative projects?
  - Yes
  - No
4. \*Do you have demonstrated experience with employee and user training and development?
  - Yes
  - No
5. \*Do you demonstrated experience in IT infrastructure strategic planning and development, project management, and policy development?
  - Yes
  - No
6. \*Do you have demonstrated experience in organizing, developing, and implementing operational systems and writing guidelines in an educational setting and managing a high volume workflow office?
  - Yes
  - No
7. \*Do you have demonstrated experience in managing an IT outsourcing provider with a minimum of a three (3) year contract and inclusive of network, infrastructure and applications?
  - Yes
  - No
8. \*Do you have demonstrated experience with IT Security or cyber security with the protection of computer systems and services?
  - Yes

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- No
9. Do you have a Master's degree or higher in Information Technology, Computer Science, Computer Information Systems or related field from an accredited college or university?
- Yes
  - No
10. Do you have fifteen (15) years of experience with systems and departments in a higher education or government environment including student information systems and software, or network management or administrative systems, and collaborative projects?
- Yes
  - No
11. Do you have experience of positive and proactive approaches in identifying problems, creating innovative solutions, managing projects, leading teams through collaboration, and implementing efficiencies and effectiveness using technology?
- Yes
  - No