

EDUCAUSE

UNCOMMON THINKING
FOR THE COMMON GOOD



POSITION PROFILE

Vice President and Chief Information Officer

(Remote Position)


September 2022

In partnership with Summit Search Solutions, Inc.



EDUCAUSE is seeking an experienced and strategic individual to join its team as Vice President and Chief Information Officer. EDUCAUSE is an international nonprofit association whose mission is to advance higher education through technology innovation—equipping its community with the knowledge, resources, and community-building opportunities needed to help shape strategic technology decisions at every level in higher education.

Diversity in viewpoints and experience is particularly sought in candidates—EDUCAUSE believes in the transformative power of uncommon thinking for the common good.



EDUCAUSE is a nonprofit association that advances higher education through technology innovation.

ABOUT EDUCAUSE

EDUCAUSE helps those who lead, manage, and use technology to shape strategic decisions at every level. EDUCAUSE actively engages with colleges and universities, corporations, foundations, government, and other nonprofit organizations to advance technology innovation—of particular importance over the last two years, when technology has been a pandemic lifeline across the globe.

Through its many programs, services, publications, resources, and activities, EDUCAUSE and its members contribute to and elevate the international conversations related to the strategic role of technology in higher education, working to clarify the current environment, identify emerging trends and effective practices, and influencing the evolution of technology innovation in higher education.

Counting nearly 1700 colleges and universities as members, EDUCAUSE is at the crossroads of important higher education issues, and active individual members in the community span campus units, divisions, and roles, including enterprise IT, teaching and learning, cybersecurity, and more.

Membership is open to institutions of higher education, corporations serving the higher education information technology market, and other related associations and organizations. While the majority of EDUCAUSE members are located in North America, many of these institutions have a worldwide footprint, and a large proportion of member institutions are international.

Formed in 1998, EDUCAUSE was created through the merger of two organizations, CAUSE and Educom, comprising six decades of service to the thriving higher education technology community.

Present Organization

Established in Washington, D.C., EDUCAUSE is an organization of 80 employees who work remotely, distributed throughout 20+ states in the U.S. Prior to the 2020 workforce shift to remote staffing, half its workforce worked from home. In 2020, with the full support of the board, EDUCAUSE closed its office in Louisville, Colorado, to become a permanently fully distributed organization.

Leadership

EDUCAUSE senior leadership provides strategic and tactical guidance for the association, working with the EDUCAUSE board to serve its community of colleges, universities, and other organizations. [Click here](#) for more information about the leadership of EDUCAUSE and its organizational structure. EDUCAUSE is organized by departments and teams with each vice president overseeing the management of, and responsible for the outcomes of, a significant area of practice and/or operations within the association.



John O'Brien is responsible for leading EDUCAUSE in its mission. He directs all activities and functions and works with the EDUCAUSE board to ensure stewardship, transparency, and accountability in service to nearly 1700 member colleges, universities, and organizations from 45 countries who themselves collectively serve over 16 million students. In his role as CEO, he speaks and writes about higher education, technology, and the crucial intersection where the two meet. Throughout his career in higher education, O'Brien has served as a faculty leader in instructional technology, a statewide IT project leader, and associate vice chancellor/deputy CIO at the system level. He has been a college provost and president in the Minnesota

State Colleges and Universities system, the fourth largest higher education system in the United States with over 375,000 students. Prior to his appointment at EDUCAUSE, he served as the system's senior vice chancellor of academic and student affairs. O'Brien holds a bachelor's degree in English from Augustana University, a master's degree in Anglo-Irish Literature from the University of Dublin (Trinity College), and a doctorate in English from the University of Minnesota.

*"EDUCAUSE is an association in every way powered by relationships. We depend on hundreds of volunteers every year to make the kind of difference we do, and **we know that partnerships with other organizations are more important than ever before.** We can do more together than we can do alone—and there's much more we want to accomplish in the years ahead for the members we serve."*

~John O'Brien, President and CEO, EDUCAUSE

Governance

The EDUCAUSE Board of Directors provides governance, sets strategic directions, and helps the association anticipate emerging issues. Board members work together to advance EDUCAUSE and higher education IT, serving as the voice of community members and ensuring that the association is responsive to the needs of its diverse community. [Click here](#) to learn more about the BOD.



Commitment to Diversity, Equity, and Inclusion

The EDUCAUSE Board and leadership have established diversity, equity, and inclusion (DEI) as a critical priority for the association. Research demonstrates that diverse communities and teams are more resilient, creative, and effective; however, far too few IT and academic technology organizations reflect the diversity of the constituents their institutions serve. In fact, higher education IT in general lags national trends in employment for underrepresented groups. EDUCAUSE believes that inclusive and equitable organizations will be best positioned to attract the caliber of talent needed in the years ahead and better achieve their institutional objectives.

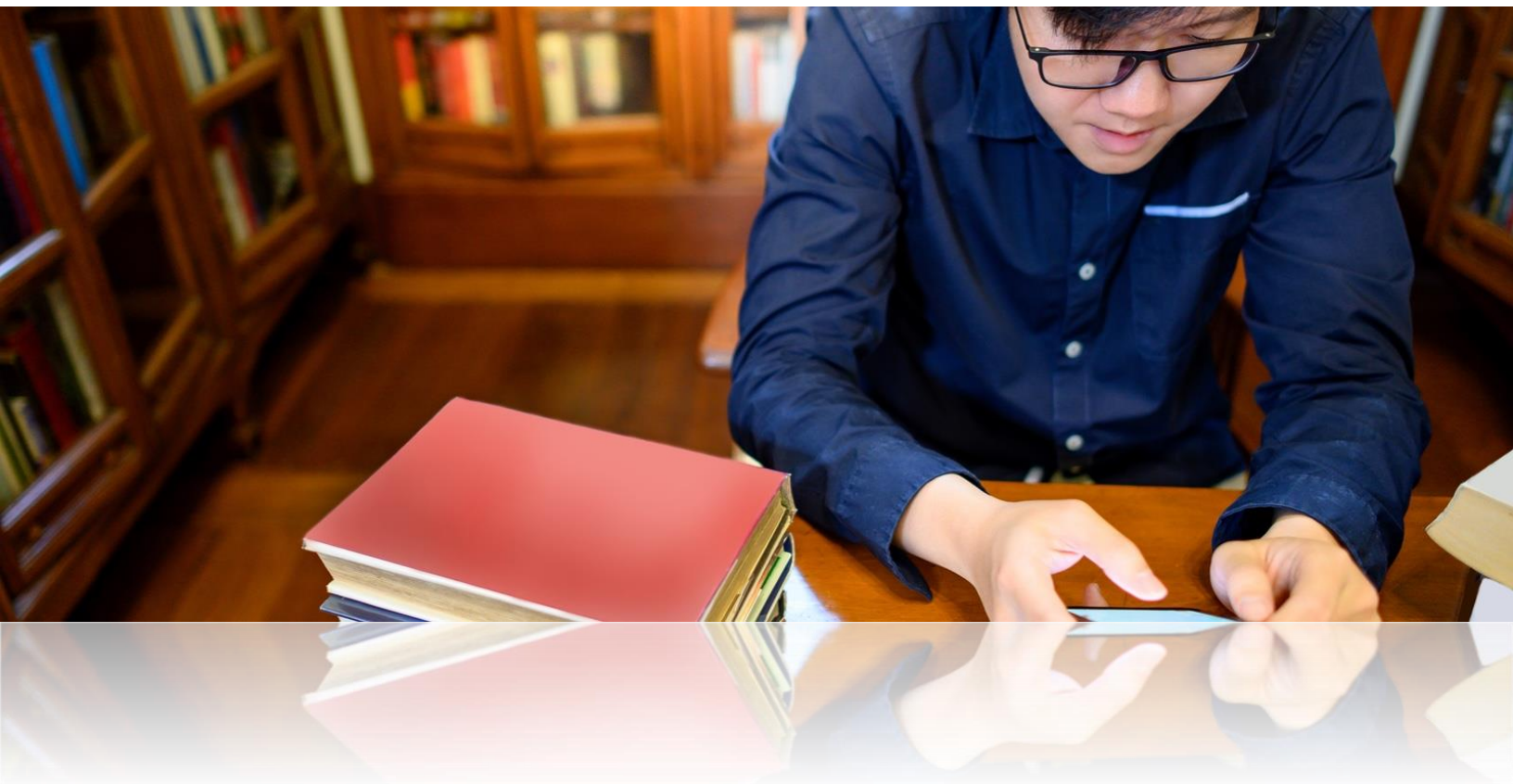
EDUCAUSE recognizes that long-term and lasting progress will require time, sustained effort, and the cumulative impact of incremental and individual actions, and the association is committed to making measurable progress advancing DEI.

- EDUCAUSE will help the higher education technology community build the capabilities needed to engender diversity, equity, and inclusion in their organizations and institutions.
- EDUCAUSE will integrate an intentional DEI focus into the fabric of the EDUCAUSE member experience.
- EDUCAUSE will, as a result of existing, improved, and new initiatives, realize a more diverse community of higher education technology professionals.
- EDUCAUSE will, as an employer, seek to improve its own DEI capabilities and actively encourage diverse candidates to apply for staff opportunities.

[Click here](#) to learn more about how EDUCAUSE supports DEI efforts on member campuses.

Strategic Priorities

EDUCAUSE takes planning seriously, and the association is currently engaged in updating its mission, vision, and values, as well as determining an exciting new set of strategic priorities for the next 3-5 years.





CEOs of EDUCAUSE, NACUBO, and the Association for Institutional Research partner meeting on analytics.

Educause Strategic Partnerships

EDUCAUSE recognizes that more can be accomplished through strategic partnerships than working alone, and the association actively seeks partnerships to broaden its reach and enrich its programs in ways that support the association's core mission, goals, and strategic priorities. Strategic partners may be individuals, associations, institutions, corporations, foundations, or other organizations, worldwide. EDUCAUSE partnerships have helped to advance several topics, including these:

- **Student Success**—Clarifying the uses and challenges of data and analytics
- **Teaching and Learning**—Contributing to a collaboration to build higher education's capabilities to apply XR technologies in teaching
- **Cybersecurity**—Raising awareness and sharing best practices
- **Executive Collaboration**—Co-hosted events to foster greater understanding between IT and higher education executives
- **Digital Transformation**—Raising awareness about how digital transformation can benefit higher education
- **Analytics Progress**—Helping institutional leaders make progress on analytics
- **Decision Support**—Helping campuses navigate the many solutions and find what will work best

Learn More About EDUCAUSE

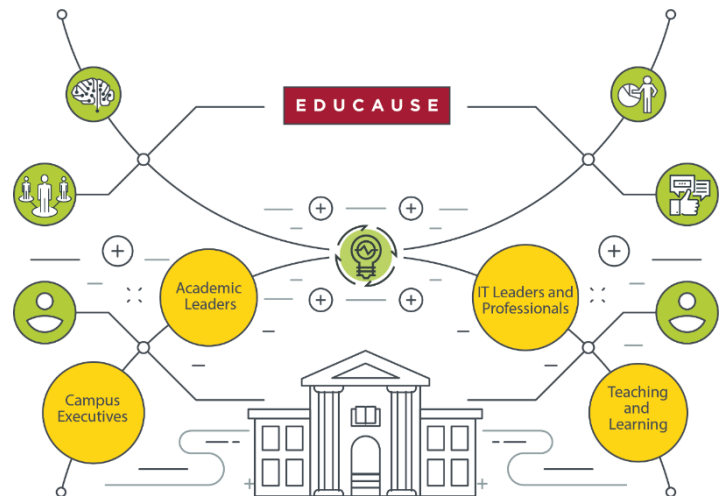
- *EDUCAUSE Review* is the flagship publication of the association. Candidates can get a good view into the topics that capture the imagination of the community looking through the 20+ years of [magazine archives](#). *EDUCAUSE Review* recently became fully digital.
- The [EDUCAUSE CIO Commitment Statement](#), with over 600 signatures, is a powerful example of the work the association does to support diversity, equity, and inclusion in the broader higher education community.
- The EDUCAUSE [Digital Transformation Journey Map](#) is an example of a resource made available to member campuses to help technology professionals lead the way on their local digital transformation journey.

Who Is Served?

At its core, EDUCAUSE was built by and for a strong community of technology professionals. The strength of EDUCAUSE is *both* the shared belief in promise of technology innovation and the broadly diverse kinds of members and perspectives. EDUCAUSE members include nearly 1700 colleges and universities that, in turn, serve over 14 million students, changing lives and enriching communities as a result.



The history of EDUCAUSE is deeply focused on information technology units and the unique challenges that come with this portfolio; the EDUCAUSE of today spans a wide variety of responsibilities, roles, and job titles.



Who Uses EDUCAUSE On Campus?



Strengthening Higher Education Together

EDUCAUSE thanks our 2019 Corporate Partners for playing a meaningful role in helping higher education deliver on its mission!



DELL EMC

ellucian.

Gartner.

Google



JENZABAR

Microsoft

ORACLE

workday.
Built for the future.



aws

CAMPUS
MANAGEMENT

CDWG PEOPLE
WHO GET IT

CENGAGE

CISCO

CITRIX

EPSON
EXCEED YOUR VISION

HURON

IBM

Laserfiche
Run Smarter

LogMeIn
Be Limitless.

mediasite

MORAN
TECHNOLOGY CONSULTING

Pearson

Steelcase
EDUCATION

UNIT4



Blackboard

CCI

D2L
DESIRE2LEARN

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FISCHER
Identity Management
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APPSIAN

AVI & SPL

blackbaud

canvas

DLT

echo

ExLibris
campusM

LinkedIn LEARNING

macmillan
learning

Mc
Graw
Hill
Education

m. mersive
technologies inc.

nelnet
CAMPUS COMMERCE

RUCKUS
an aruba company

SMARTDESKS
where design meets technology

Spectrum
ENTERPRISE

SurveyMonkey

Unified

vaddio

VEEAM

watermark

We also thank 375+ additional corporations that support our community.
edUCAUSE.edu/corporate-partners

EDUCAUSE



THE OPPORTUNITY

Vice President and Chief Information Officer

The Vice President and Chief Information Officer (CIO) is responsible for leading the information technology function at EDUCAUSE. The CIO provides the leadership, management and vision necessary to ensure EDUCAUSE IT provides the resources (infrastructure and services) and technology solutions to optimize organizational performance and alignment with strategic and operational goals of the organization. The CIO will oversee a team of 12 people nine of which are direct reports.

The CIO reports to the CEO and is a member of the Executive Team. The CIO works in partnership with the CEO and other executives to ensure that strategic goals and initiatives are translated into tactical and operational plans for implementation by the IT department.

Essential Duties and Responsibilities

Strategic Development, Planning, and Leadership

- Contribute to the development of the association's plans and programs as a strategic partner.
- Establish and maintain credibility throughout the organization and with the Board as an effective developer of solutions to business, program, and technology challenges.
- Provide technological leadership to the Executive Team and program directors in matters of strategic decision making, planning and resource management.
- Ensure the development and timely and effective implementation of tactical and operational plans driven by strategic goals and initiatives.
- Coordinate with external benchmarks to ensure relevance and cost-effectiveness of recommended IT strategies.
- Engage with senior IT staff to develop the IT department budget.

IT Infrastructure Planning and Implementation

- Collaborate with the executive and senior leadership teams to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the organization.
- Ensure collaboration, communications, prioritization, and alignment of IT initiatives/projects to the goals of the organization.
- Maintain and develop a robust, highly available and secure Azure infrastructure.
- Maintain and develop enterprise data management and Business Intelligence platforms.

IT Capabilities

- Lead the development of an IT strategic plan that will complement and support the goals of the association's strategic plan.
- Stay abreast of new developments in the information technology industry and makes recommendations to forecast problems and provide solutions for both current and future needs.
- Facilitate communication between executive leaders, management, staff, providers, and others to ensure a superior, customer-oriented operation that is cost effective while being responsive to the needs of EDUCAUSE, its staff, and its members.
- Collaborate with other senior executives and program staff to support an effective partnership between association operations and programs in delivering events, resources, and services to members.
- Apply industry best practices for the development, deployment and operation of IT services, platforms and applications such as IT project management, IT service management, IT vendor management and IT architecture.

IT Security/Cybersecurity

- With the Director of IT Operations, maintain a comprehensive security program that includes risk management; security operations; incident response; infrastructure security; identity and access management; end user awareness/training; and data security and privacy, as well as policies and practices that minimize risk.
- Own, manage and monitor IT risks on the Enterprise Risk Register.
- Manage a vendor risk management program based on best practices for judicious oversight of all stages of the lifecycle of engagement with vendors and third-parties.

Performance Management and Employee Supervision

- Assess staffing needs and select, train, coach and mentor IT staff as well as conduct performance evaluations and other managerial responsibilities for the team.
- Supervise IT managers including goal setting, performance management, merit increases and recruitment. Serve as a role model to aid in the professional development of direct reports.

Service and Support

- Represent EDUCAUSE in a professional manner at all times; engages with co-workers, volunteers, and members in a civil, caring, and respectful way.
- Support the professional development of others in their work to advance the mission and vision of EDUCAUSE.
- Participate in EDUCAUSE events and activities as needed. Travel may be required to support EDUCAUSE conferences/events, research team operations, and external events relevant to the position.
- Act as a departmental liaison with employees, members, volunteers, volunteer groups, and clients.
- Support members in a manner that facilitates their growth, engagement, and enhances their EDUCAUSE experience.
- As a frontline user of EDUCAUSE systems and data services, comply with data quality standards; adhere to data governance policies, procedures, and processes for ensuring data integrity. May act as the application or data collection lead for the department.
- Perform other duties as assigned.

Diversity, Equity, and Inclusion

EDUCAUSE recognizes that the unique backgrounds, talents, skills, and contributions of every individual improve and enhance the quality of the organization. Creating an environment of inclusion is each employee's responsibility. This includes, but is not limited to:

- Treat everyone with dignity, respect, and fairness.
- Share insights and input as work contributor.
- Listen to and acknowledge others' contributions.
- Contribute to an open and inclusive environment across demographic categories and physical locations.
- Know and understand your social style and seek to improve your versatility by understanding the strengths perspectives, work styles, and motivations of co-workers.
- Meet others at their point of need and help support organizational achievement.
- As a supervisor, ensure everyone's input is heard and considered.

Executive Team Expectations

Executive team members report to the president/CEO and comprise the top-level strategic group at EDUCAUSE. While individual executive team members' portfolios vary, every executive team member is a full member of this group and each member's voice carries equal weight around the collaborative executive team table.

Foundational Executive Team Expectations

- Executive team members will exhibit the highest levels of teamwork, civility, professionalism, and integrity as a model to other employees, especially when it comes to:
 - Recognizing the executive team as the "first team" and the place for inviting feedback on each other's work to advance EDUCAUSE, not individual or area, priorities.
 - Holding each other accountable, including pointing out behaviors that hold the team back.
 - Voicing opinions even at the risk of causing disagreement and dealing with issues before moving on.
 - Communicating a unified/coherent leadership vision and messages to staff, including rallying together with unified messaging after a decision is made (even if there is disagreement).
 - Contributing to the executive team as a place where individuals can ask for help, share struggles, and acknowledge mistakes.
 - Earning and building trust with each other and assuming positive intent.
- Executive team members are focused on service to members and to own their continuous improvement.
- Executive team members are committed to fairness, equal opportunity, and the EDUCAUSE priority of advancing diversity, equity, and inclusion in the workplace and across the community it serves.
- Executive team cares about the workload and morale of all employees and seeks to make EDUCAUSE an excellent place to work by embodying these employee values:
 - aspiring to be the best,
 - working well together, and
 - believing in each other.

Qualifications

Education and Experience:

- Have a minimum of ten years of progressive experience in Information Technology; 5 years in a director level or a senior level IT position.
- Experience managing the IT function inside an association and/or a higher education environment.
- Minimum of a bachelor's degree from a regionally accredited institution is required.
- Possess a solid understanding of higher education and the higher education technology community.

Knowledge, Skills, and Abilities:

- Ability to synthesize complex IT solutions and plans and communicate them in writing and verbally to senior managers, board members, and membership, as needed.
- Ability to work effectively and independently.
- Must practice confidentiality on all financial and personnel matters.
- Advanced writing and critical thinking skills.
- Detail-oriented with excellent organizational skills.
- Advanced team and project management skills.
- Advanced Knowledge of Microsoft Office Suite.
- Familiar with a variety of software platforms including ERPs, CRMs, LMSs, and Office productivity tools.
- Familiar with a cloud-first philosophy, virtualization, and diverse end-point device strategy.
- Familiar with Information Security and Privacy strategies and tools.
- Excellent leadership, interpersonal, communication (oral and written), and organization skills.
- Demonstrated ability to actively and enthusiastically work in a collaborative manner with co-located and distributed employees.
- Demonstrated ability to run a service-oriented organization that delivers effective and efficient services to both internal and external customers.
- Possess a proven track record of efficient, effective, and innovative organizational management and staff professional development.
- Familiarity with IT strategic, tactical, and operational planning. Experience with preparing and managing IT operational and capital budgets.
- Demonstrated experience working and contracting with IT vendors, developing RFP's, evaluating proposals, and leading diverse, complex IT project initiatives.
- Ability to generate respect and trust from staff and external constituencies.
- Demonstrated ability to mentor and motivate staff.
- Ability to travel to support EDUCAUSE events, meet with the board, and participate in team meetings.

The salary range is \$180,000 - \$220,000 and placement within this range is subject to experience and qualifications.





PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and continue until the position is filled; for best consideration, apply by **November 1, 2022**. Please submit a PDF version of your resume and a letter of interest explaining your suitability for this position.

To apply online, go to: <https://theapplicantmanager.com/jobs?pos=su316>

For more information or to offer recommendations and/or nominations:

Kristen Farha

Senior Consultant
Summit Search Solutions, Inc.
Direct: 316-650-0069
kfarha@summitsearchsolutions.com

Jan Asnicar

Senior Consultant
Summit Search Solutions, Inc.
Direct: 913-339-8928
jasnicar@summitsearchsolutions.com

EDUCAUSE recognizes that the diverse backgrounds, talents, skills, and contributions of every individual improve and enhance the quality of the organization. EDUCAUSE is an equal opportunity/affirmative action employer with a strong commitment to diversity, equity, and inclusion. EDUCAUSE prohibits discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, marital status, or any other legally protected status. **Applications by members of all underrepresented groups are encouraged.**



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