

# A SEARCH FOR THE Chief Information Officer



## THE OPPORTUNITY

Southern Connecticut State University (SCSU) is seeking a new Chief Information Officer (CIO). Reporting to the President, the CIO serves as the University's most senior Information Technology (IT) leader and is responsible for creating, managing, and directing the IT vision, strategy, and roadmap to help fulfill the mission and vision of SCSU. Under the leadership of the President, the CIO is responsible for leading the University's IT strategy, operations, and functions including building and managing the infrastructure, technologies, and data that enable digital transformation. The CIO directs the comprehensive design, development, installation, and operation of academic and administrative information technology creating an efficient and effective SCSU systems environment. This includes the development of strategic SCSU policies for the use of IT systems in support of SCSU's mission and strategic plans. Though experience inside higher education is preferred, candidates may come from diverse backgrounds but must have held progressively responsible leadership roles within IT at a large, complex organization. A master's degree preferred.





## ABOUT SCSU:

Southern Connecticut State University for more than 130 years has been a special and much-respected institution of higher learning that began as a two-year teacher training school in 1893 and is now a comprehensive university that is part of the Connecticut State Colleges and University System, offering undergraduate and graduate degrees to more than 9,000 students, including doctoral degrees. As an institution historically committed to social justice, Southern pursues a mission of access and equity and is nationally ranked for its success in promoting social mobility through public education. Southern's extended community is increasingly diverse — in the fall 2023 entering class, 63 percent were students of color, 57 percent were first-generation scholars, and 54 percent were Pell eligible. For more information about SCSU, please visit [www.SouthernCT.edu](http://www.SouthernCT.edu)

## MISSION STATEMENT

**Southern Connecticut State University provides exemplary graduate and undergraduate education in the liberal arts and professional disciplines. As an intentionally diverse and comprehensive university, Southern is committed to academic excellence, access, social justice, and service for the public good.**





## THE ROLE:

The CIO provides forward-looking vision, leadership, and long-range direction for the development and implementation of information technology initiatives that align with the University's mission and strategic plan. The CIO also works closely with academic leadership to develop new approaches and tools for learning and research, and to create new knowledge and new institutional opportunities.

The CIO coordinates the adoption of technology standards and information policies at the University and establishes practices that improve the efficiency, effectiveness, and security of the IT environment, including research and educational systems, networks, data centers, cloud computing, ERPs, and related systems, desktops, and mobile devices. In addition, they play a key role in the development of the University's five-year initiative to consolidate and redesign its business processes.

The next CIO will be a person with great strategic vision and a keen focus on client service who possesses a record of professional experience that demonstrates progressive responsibilities and management experience in a complex IT

environment. Incumbents will have demonstrated success at managing and leading change in a collaborative organization and will have extensive experience with project management, business process reengineering, and budgeting. The ability to recruit, develop, and retain the highest caliber technology professionals is expected.

The CIO keeps abreast of new and emerging digital and business trends, develops and executes an IT strategy that takes advantage of these trends, and collaborates with other institutional leaders to embed digital opportunities in strategy. The role is responsible for shared service strategy and operations, enabling cross-functional synergies, consolidating shared services, managing vendor relationships, and coordinating with institutional leaders to understand needs and coordinate anticipated technology and product changes.

The CIO will lead the Information Technology division and is responsible for the performance of all IT department's professional, managerial, technical, and support personnel.





## LEADERSHIP OPPORTUNITIES FOR THE NEW CIO:

### Building a reputation of customer service and efficiency for IT

Through transparent communication and alignment with the President and their cabinet, the CIO will work to enhance the reputation of IT across the campus. With regular communication, they will help the different user groups understand what IT can do for them, making the function transparent and instrumental to their success.

### Assessment of existing technology and develop a strategic plan for IT

As a thoughtful decision maker, the new CIO will assess current infrastructure, ERP system(s), learning management system, faculty management software, student-facing applications, internet access, cyber security, etc., and develop a strategic plan for IT that brings efficiencies and service to the campus community – faculty, staff, students, and administration.

### Working with the System Office

With strong influencing skills, political acumen, and diplomacy, they will quickly understand the challenges and complexities of

working with the System office in a resource-challenged environment and establish strong relationships that help drive IT investment and change at SCSU.

### Navigating a heavily unionized environment

Understanding the culture of a heavily unionized environment, they will devise ways of working with key stakeholders and establishing shared goals to move the needle in IT for the campus.

### Leading a talented IT team

The CIO will have the opportunity to lead a team of talented individuals and motivate them toward greater collaboration in service to the university.

### SCSU's commitment to social justice

Embrace SCSU's strong commitment to social justice commitment and the great diversity of its community. From an IT standpoint, they will help drive initiatives developed across campus to further enhance this commitment.

## RESPONSIBILITIES:

### The CIO:

- Provides strategic direction for the long-term development of SCSU's information technology, including research into emerging technology and setting standards and policies for installations, maintenance, and operations.
- Partners and collaborates with the Provost and Vice Presidents in advocating for the use of technology in campus operations, funding, and integration into academic and physical building operations, identifies opportunities for innovation, optimization, and efficiencies across all major divisions.
- Serves as an advocate for technology portfolio optimization, operation and rationalization, ensuring that SCSU maximizes its investment in current and future technology acquisitions.
- Ensures technical interoperability and works with internal and external stakeholders to identify service improvement and innovation opportunities; oversees the creation of service roadmaps.
- Works with the various stakeholders throughout SCSU, directs the design, development, installation and maintenance of SCSU's computer, network and telecom infrastructure. This responsibility includes determining the technology available to meet those needs, developing budgets, selecting proper equipment and software, providing project management and oversight, and directing the installation, testing and operation of the systems. The CIO ensures that documentation and security reviews are conducted throughout the lifecycle of the systems.
- Serves as the internal primary contact for SCSU with state and federal audit organizations for IT-related requests.
- Manages IT Governance Structure (BOR Directed Policy) and sets policies and standards for IT operations and procurement through the IT Governance Structure. Provides oversight and approves strategic IT procurement and projects, ensuring optimization and standardization and regularly attends scheduled meetings with system CIO representatives, and provides updates to the President.
- Manages and oversees SCSU's Information Security Program to ensure program goals. In this capacity conducts emergency CAB authorizations, approves risk assessments and firewall rule changes. Responsible for protecting the confidentiality, integrity, and availability of data and information systems and strengthening SCSU's preparedness, timely response, and rapid recovery in the event of a cyber-attack, natural disaster, or other emergency or overall business continuity needs.
- Performs comprehensive annual and long-term budget and resource planning to ensure effective and efficient technology and support operations.
- Ensures the standardization of systems and applications, while maintaining a strategic relationship with key vendors. Working closely with industry partners, the CIO will ensure maximum standardization and technology efficiency through vendor relations and strong communications with other CSCU System IT leadership. Works closely with Finance Administration to ensure maximum return on all strategic IT investments.
- Provides ongoing support to service managers/owners by acting as a sounding board in a business- and people-related capacity; uses high-level consulting skills to coach and provide feedback to service managers on leadership direction and style.
- Educates IT personnel and the institution at large about the benefits of integrated business services and facilitates consensus on business process standardization.

Other essential duties may be assigned consistent with the general scope of the position.

## QUALIFICATIONS AND PROFESSIONAL ATTRIBUTES:

- Possess proven ability to effectively work with culturally, linguistically, and ethnically diverse faculty, staff, and students.
- Possess excellent oral and written communication skills along with strong Information technology literacy skills including many Microsoft applications and tools.
- Demonstrated advanced knowledge and abilities in the following are required:
  - leading information technology to the needs of a complex organization with multiple departments and large numbers of users in systems and applications.
  - Experience securing and managing highly confidential data, ID and personal data protection including nonemployee and customer data.
  - Ability to develop strategic plans for long-term future needs in those fields.
  - Demonstrated ability to direct the work of professional and technical staff in designing, developing, installing, operating, and maintaining complex technical systems, and communicating technical requirements to campus executives in alignment with the institution's strategic goals.
  - Demonstrated ability to manage large budgets for personal services, capital, and operating expenses.
- Equally significant qualifications include impeccable integrity, strong drive and motivation to succeed, high level of energy, excellent analytical and problem-solving abilities, and exceptional interpersonal relationship and team-building skills.
- Significant technical competence, having progressed through roles of increasing responsibility managing technology organizations.
- Providing transparent and cost-efficient operational leadership is critical for this person to be successful, as is the ability to use technology to translate client/institutional needs into workable business solutions.
- Bachelor's degree required; master's degree in a related field preferred.
- Prior experience as a CIO in higher education with public institutions preferred.
- Nine (9) years of experience in a higher education system or large complex organization with progressive technology leadership positions, with public higher education experience preferred.
- Understanding of state budgets is strongly preferred.
- Experience working within a unionized environment preferred.
- Collaborative and committed to shared governance. Strong listening skills and oriented to seeking and hearing the different voices in the room and weighing them in decision-making.
- Intrinsic respect for faculty and what they bring to the student experience, learning, and success.
- Motivated by creating greater collaboration on teams and across the university.
- Clear and transparent communicator with all stakeholders. Understanding of the need to speak the language of business and education while working on the details of technology.
- Team builder and motivator.
- Strong relationship builder who can work across departments on campus and at the System office.
- Change agent with a track record of accomplishments driving new initiatives and new planning that have been successful.



## HOW TO APPLY:

Applications for the Southern Connecticut State University – Chief Information Officer position will be received and considered until the position is filled. For full consideration, submit applications by April 14, 2025.

### Interested applicants should submit:

- Letter of interest that addresses the opportunities and experiences relative to the qualifications and desired attributes in the position profile;
- Resume or curriculum vitae; and
- Five professional references with emails, telephone numbers, and a description of the candidate's professional relationship with each reference listed. References will not be contacted without prior written authorization from the applicant.

### Application materials should be submitted in PDF format through the AGB Search portal system:

SCSU - CIO Application Portal

### Questions regarding the application process should be directed to:

SCSU\_CIO@agbsearch.com

### Nominations and inquiries should be directed to:

Monica Burton, Principal  
monica.burton@agbsearch.com | (917) 825-2961

Margaret "Peggy" Plympton, Principal  
margaret.plympton@agbsearch.com | (484) 554-4543

Additional information about Southern Connecticut State University may be found at [SouthernCT.edu](https://SouthernCT.edu)



### EEO STATEMENT:

Southern Connecticut State University does not discriminate on the basis of age; ancestry, color; gender identity and expression; intellectual disability; learning disability; mental disorder; physical disability; marital status, national origin; race; religious creed; sex, including pregnancy, transgender status, sexual harassment and sexual assault; sexual orientation; veteran status; or any other status protected by federal or state laws.

The following person has been designated to handle inquiries regarding the non-discrimination policies:

Paula Rice  
Director/Title IX Coordinator  
Office of Diversity & Equity Programs  
501 Crescent Street, BU 240  
New Haven, CT 06515  
(203) 392-5568  
[RiceP1@SouthernCT.edu](mailto:RiceP1@SouthernCT.edu)