



JOB DESCRIPTION: Chief Information Officer

DEPARTMENT:	Executive Office	REPORTS TO:	President/CEO
JOB CLASS:	Chief Officer	PAY GRADE:	25
EXEMPT STATUS:	Exempt	DATE:	05/16/2018

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Chief Information Officer is accountable for defining and delivering IT strategy and capabilities across the enterprise. This includes data analytics and business intelligence, development and support, infrastructure, security and technical services. Reporting to the CEO, the CIO will be responsible for giving oversight and direction to IT and business leaders on strategy, standards, and opportunities for shared services and economies of scale.

The CIO is a key contributor to the company's strategy and planning process and will be responsible for the daily operations of Product Engineering, IT Operations, National and Florida Curriculum, Enterprise Project Management, and Enterprise Innovation to ensure technology vision and direction aligns with business strategy and supports daily enterprise operational and strategic goals. It is critical for the CIO to build strong and productive relationships with all business unit leaders, acting as a true partner and making IT a business enabler.

The Chief Information Officer works with the Board of Trustees, the Executive Team, and across the organization to embed behaviors and actions that focus on technology innovation. As a member of the President/CEO's Senior Executive Team, the Chief Information Officer participates in the overall strategy, planning, development and evaluation of the organization.

ESSENTIAL POSITION FUNCTIONS:**STRATEGY**

- Plan, develop, implement and evaluate programs, activities and functions designed to achieve organizational goals as directed by the President and Chief Executive Officer (President/CEO)
- Serve as a member of the President/CEO's Executive Team and participates in the organization's planning, development and evaluation
- Help determine capital investment parameters, priorities and risks for enterprise-wide IT initiatives to maximize the return on investment.
- Proactively advise the senior management team on the emerging technologies and digital trends that are most relevant to the company's goals and evolving needs.

LEADERSHIP

- Develop an IT vision, strategy, and a roadmap, and lead the IT team and its business partners in effective execution.

- Ensure, on an ongoing basis, that current and planned technical architecture, investments and solutions are aligned with company business objectives.
- Prepare and monitor IT operational budgets that meet prevailing objectives and constraints.
- Build strong relationships with business groups and their leaders across the enterprise, and develop a detailed understanding of their issues, challenges and opportunities.
- Implement the most appropriate and effective IT organizational design to support and engage with the business.
- Ensure transparency and collaboration between the IT organization and its business partners

TEAM DEVELOPMENT

- Hire, develop, evaluate, reward, and retain a highly-qualified team of IT professionals.
- Foster a culture of innovation, transparency and accountability in IT.
- Promote a “business-first” mentality at all levels of the IT organization.
- Ensure that the organization has strong systems analysis and project management skills, and the ability to execute business-critical projects.
- Develop and maintain a plan that provides for succession and continuity in the most critical IT management positions.

IT OPERATIONS

- Direct the design, planning, implementation, and maintenance of the computing infrastructure that supports the company’s operations and business applications.
- Establish metrics for managing IT effectiveness and for measuring the impact of IT on the business.
- Establish appropriate service levels and the processes to ensure that KPIs are met.
- Maintain oversight of all IT projects, ensuring that commitments are properly planned, staffed, monitored and reported.
- In coordination with the Chief Information Security Officer, establish a comprehensive enterprise information security program to ensure the integrity, confidentiality and availability of relevant data.
- Establish and enforce IT policies, processes, portfolio management, development standards and methodologies.
- Monitor the industry for developments in IT operations; evaluate and implement relevant new tools and service management frameworks.
- Review, recommend, and oversee all vendors and managed service agreements for computing, telecommunications, IT services, and equipment.

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor’s Degree required, Master’s Degree preferred, in Information Technology, Education Technology or equivalent experience

Experience:

- Ten years' high-level experience in Information or Education technology within large governmental or educational institutions.
- Eight years' experience leading, managing and/or supervising others
- Experience in strategic, high-level senior management responsibilities
- Experience in strategic planning and policymaking
- Experience managing high-level budgets
- Experience with large scale customer facing applications

Knowledge, abilities and skills:

- Strong knowledge of distance learning technology, models, procedures and courseware
- Strong knowledge of online teaching and learning processes
- Strong knowledge of instructional development models and procedures
- Knowledge of information technologies
- Knowledge of project management processes, including agile and lean processes.
- Strong ability to see and communicate the future
- Strong strategic planning, analytical and conceptual skills
- Understanding of technology trends and strategic impact of technical systems and support developments
- Ability to predict, analyze, and manage cultural and technological changes within the organization to accomplish enterprise objectives
- Ability to provide strategic leadership and address key strategic challenges and opportunities
- Excellent verbal and written communication and presentation skills
- Excellent abilities to build contacts within the organization and between it and other organizations
- Ability to interpret applicable federal/state laws and regulations and apply to internal policies
- Ability to influence; working with and through people to establish goals, objectives, and action plans
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CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs,</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology</i></p>

<i>feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	<i>quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>
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CO/VP COMPETENCIES FOR SUCCESS:

<p>MANAGING VISION & PURPOSE</p> <p><i>Communicates a compelling and inspired vision or sense of core purpose; Is consistently optimistic; Creates mileposts and symbols to rally support behind the vision; Can inspire and motivate entire departments; makes the vision shareable by everyone; Talks beyond today; speaks of possibilities</i></p>	<p>INNOVATION MANAGEMENT</p> <p><i>Is good at bringing the creative ideas of others to market; Has good judgment about which creative ideas and suggestions will work; Has a sense about managing the creative process of others; Can facilitate effective brainstorming; Can project how potential ideas may play</i></p>
<p>NEGOTIATING</p> <p><i>Negotiates skillfully in tough situations with both internal and external groups; Can be both direct and forceful as well as diplomatic; Gains trust of other parties to the negotiations quickly; Has a good sense of timing; Persuades others to adopt or build on ideas or recommendations; Facilitates “win-win” situations; Advocates position effectively; engages in healthy, constructive debate and dialogue</i></p>	<p>PERSPECTIVE</p> <p><i>Looks toward the broadest possible view of an issue/challenge; has broad-ranging personal and business interests and pursuits; Can easily pose future scenarios; Thinks globally; Can discuss multiple aspects and impacts of issues and project them into the future</i></p>
<p>STRATEGIC AGILITY</p> <p><i>Formulates objectives, priorities and plans consistent with long-term vision; perceives the impact and implications of strategic decisions; Capitalizes on strategic opportunities and manages risks; Considers the impact of political, economic, social, technological, environmental, and legal trends to help inform strategic decisions; Anticipates potential political or competitor threats to the organization; seeks out political or competitor opportunities for the organization; Can create competitive and breakthrough strategies and plans; Is future oriented and can see ahead clearly; Can articulately paint credible pictures and visions of possibilities and likelihoods; Aligns organizational structure to support strategic direction</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.