

# SEARCH PROFILE:

ASSOCIATE VICE PRESIDENT AND  
DEPUTY CHIEF INFORMATION OFFICER



**FRESNO**  **STATE**.<sup>®</sup>

Discovery. Diversity. Distinction.

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California State University, Fresno (Fresno State), one of 23 campuses in the California State University system, seeks a forward-thinking, inclusive, collaborative, and approachable leader as its next Associate Vice President and Deputy

Chief Information Officer. The Deputy Chief Information Officer will report to the Vice President for Information Technology and Chief Information Officer, Dr. Bao Johri, who began her service with the CSU in 2018.

## FRESNO STATE

Fresno State, nestled in the center of California, serves as an anchor to one of the richest agricultural valleys in the world and one of the most culturally diverse regions in the country. The University's roots date back to 1911, when the doors of the then Fresno State Normal School opened to 150 hopeful students. Today, Fresno State has come a long way from its modest beginning and is a minority-serving institution with federal designation as a Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI), reflecting the ethnic and cultural richness of Central California. The University serves over 24,000 students and offers degrees in 72 bachelor's, 49 master's and three doctoral subject areas, and nine certificates of advanced study programs housed within its eight schools and colleges.

Deeply committed to the success of its students, Fresno State admits, enrolls, and graduates hard-working students from families of all income levels in larger numbers than ever before. About 87% of Fresno State's students hail from the surrounding San Joaquin Valley and 65% are the first in their families to earn a college degree, changing the future trajectory of their families. It's a statistic virtually unparalleled among doctoral universities in the United States. While 80% of recent Fresno State graduates remain in the Valley to become the next generation of leaders, innovators, and critical thinkers in every industry, to date more than 235,000 alumni are transforming communities globally by serving every state in the nation and across the world.

In May 2021, the California State University (CSU) Board of Trustees appointed Saúl Jiménez-Sandoval, Ph.D., to serve as the ninth president of California State University, Fresno. Dr. Jiménez-Sandoval has a deep history with Fresno State and an even longer association with the Central Valley, having grown up minutes from campus. He first joined the University as a faculty member in 2000. Over two decades of service, he served as professor of Spanish and Portuguese, coordinator of the Spanish Master of Arts degree, chair of the Department of Modern and Classical Languages and Literatures, interim associate dean of the College of Arts and Humanities, dean of the College of Arts and Humanities, provost and interim president, prior to his current appointment as president.

Service to the region is an important part of Fresno State's mission and "learning by serving" is at the core of the University's identity. Students, faculty and staff have contributed over 1 million hours of volunteer service each year for 13 years in a row, enriching the area and driving approximately \$40 million of economic impact annually. The prestigious Carnegie Foundation for the Advancement of Teaching awarded the University its Community Engagement classification, acknowledging its extensive partnership with the region. Through transformational applied research, technical assistance, training and other related public service activities, the University builds meaningful partnerships and linkages with community benefit organizations, arts programs, businesses, education, industry and government.

Fresno State offers a diverse array of co-curricular opportunities to complement students' college experience, with more than 300 student organizations, including club sports teams, fraternities and sororities. In addition, Fresno State is a Division I member of the National Collegiate Athletic Association and the Mountain West, and currently sponsors six men's and 11 women's sports at the varsity level. Over the years, Fresno State's teams have won multiple national championships, over 215 team conference championships and over 345 individual conference championships, and produced over 350 All-Americans, Olympians and community leaders – with athletic and academic excellence representing the Pride of the Valley around the world.

For more information about Fresno State, visit <http://fresnostate.edu>. To learn more about the University's strategic plan, visit <https://president.fresnostate.edu/strategic-plan/index.html>.

### QUICK FACTS (FALL 2024)

**Total Student Enrollment: 24,254**

- Undergraduate: 89%
- Graduate: 8%
- Postbaccalaureate: 3%

**Female: 60%**

**Male: 40%**

**African American: 2.9%**

**American Indian: less than 1%**

**Asian: 11.6%**

**Hispanic: 58.5%**

**Pacific Islander: less than 1%**

**White: 15.8%**

**Other/Unknown: 3.3%**

**International Students: 4%**

**Average Undergraduate Age: 22**

**Average Graduate and Postbaccalaureate Age: 29**

**First-generation Undergraduates: 65%**

**Pell Grant Eligible Undergraduates: 57%**

**Student-Faculty Ratio: 23:1**

**Faculty: 1531**

## POINTS OF PRIDE

Fresno State consistently places among the top ranked public universities by *U.S. New and World Report* across a variety of categories.

Fresno State ranked No. 22 in *Washington Monthly's* 2024 National University Rankings of colleges and universities that best serve the country in the areas of social mobility, research, and public service.

Fresno State is among the nation's best colleges when it comes to quality, affordability and outcomes, earning 4.5 out of 5 stars on *Money* magazine's Best Colleges list. Fresno State was also included in *Money's* subcategories for Best Public Colleges and Best College in the West.

Fresno State has won five national awards from the American Association of State Colleges and Universities. The awards were for International Education (2015), Leadership Development and Diversity (2014), the Christa McAuliffe Excellence in Teacher Education (2014), Student Success and College Completion (2017) and Civic Learning and Community Engagement (2019).

As a testament to Fresno State's outstanding commitment to diversity and inclusion, the University was awarded the 2024 Higher Education Excellence in Diversity Award by *INSIGHT Into Diversity* magazine, one of the oldest and largest diversity-focused publications in higher education, for the eleventh year in a row.

## LOCATION

Boasting approximately 300 days of sunshine a year, Fresno is the fifth largest city in California and the ninth most diverse city in the United States, with a multi-ethnic population of over 544,000. Fresno County, located in the heart of San Joaquin Valley in Central California, has a population of approximately 1 million, with the larger Valley's population estimated at 4.3 million. The surrounding area offers breathtaking natural scenery, including the San Joaquin River and Shaver and Huntington lakes within the Sierra Nevada mountains; vast agricultural bounty with nearly 8.9 million acres of the world's most productive farmland; fresh farm-to-table experiences and extensive ethnically diverse dining cuisine from around the world; a vibrant arts scene alive with the creative talent of local artists who showcase an array of art forms and styles of expressions; and the amenities of a large city as well as the charms of nearby small towns. The Fresno region represents 1% of farmland in the US and produces 25% of all agricultural products.

The University is within a one- to two-hour drive of three national parks – Yosemite, Sequoia, and Kings Canyon – and Fresno is within easy driving distance of San Francisco, Los Angeles, the Monterey Peninsula, and Lake Tahoe. Beaches, sailing, lakes, camping, fishing, hiking, and ski resorts are nearby. And, unlike other major metropolitan areas within California, Fresno and the Valley offer some of the most affordable housing markets in the entire state.





## VICE PRESIDENT FOR INFORMATION TECHNOLOGY AND CHIEF INFORMATION OFFICER

### DIVISION OF TECHNOLOGY SERVICES

The Division of Technology Services is dedicated to advancing the university's mission through innovation, trusted partnerships, and service excellence. The team is committed to providing technology and support that seamlessly integrates into the campus's daily operations, improving operational efficiency, accelerating research, and enriching the student experience with transformative IT solutions.

Technology Services priorities include student success, digital transformation, organizational excellence, and next-gen enterprise IT. By streamlining operations, leveraging data analytics, and adopting advanced technologies like AI, the Division aims to deliver cohesive experiences within Fresno State's digital ecosystem. They continue to prioritize staff development and engagement, fostering an inclusive and supportive environment to empower our team to reach their full potential.

The Division manages two student success programs: Hub of Digital Transformation and the Innovation (DXIHub) and Cybersecurity Hub. The DXIHub's technology experience internship program encourages students to apply their knowledge by developing innovative solutions to real-world challenges using cutting-edge technologies. In the Cybersecurity Hub, student interns gain hands-on experience by working with IT professionals and industry partners to combat current cyber threats and help create a more secure and resilient digital infrastructure for the future.

#### NEW IT STRATEGIC PLAN, 2024-2029

##### Vision

Technology Services is the trusted source for enterprise technology, leading digital transformation, championing student success, and driving operational excellence.

##### Mission Statement

Technology Services (TS) empowers Fresno State by building strategic partnerships, elevating user-focused services, and fostering educational and research innovation.

For more information about the Division, visit <https://technology.fresnostate.edu/about-us/index.html>



Bao Johri serves as the Vice President for Information Technology and Chief Information Officer at Fresno State, where she plays a pivotal role in driving student success through transformational leadership and innovative technology solutions. Her leadership is marked by a commitment to advancing the University's mission through groundbreaking technologies, fostering trusted partnerships, and delivering service excellence that supports

the success of over 24,000 Bulldogs. Dr. Johri oversees the university's IT strategy, infrastructure, and services, working closely with the IT executive team and academic and administrative units to ensure seamless operations, the integration of emerging technologies, and the continuous enhancement of campus-wide IT capabilities.

Dr. Johri began her tenure with California State University in 2018 at Sacramento State. Initially, she served as Senior Director of Planning and Strategic Projects, where she led the Project Management and Change Management Office. She later took on the role of Associate Vice President of Planning and Digital Transformation & Deputy CIO, where she spearheaded digital transformation efforts that improved the student experience and optimized operational efficiencies.

Dr. Johri is passionate in serving students and works to create a community where every journey matters and every voice counts. She works to transform and unify the student digital experience. Her leadership extends beyond accomplishing individual goals; she aims to empower individuals to reach their full potential by fostering an environment that encourages personal and professional transformation. She believes that leadership requires empathy, active listening, and a genuine interest in understanding others. By valuing each team member's unique strengths and perspectives, she aims to create an inclusive work culture that thrives on diversity. Through mentorship, guidance, and continuous learning, she aspires to unlock the untapped potential within individuals and empower them to become leaders in their own right.

Beyond her professional achievements, Dr. Johri is deeply committed to community service. She serves on multiple boards, including the Marjaree Mason Center, supporting and empowering those affected by domestic violence. Additionally, Dr. Johri has been appointed by the President to serve as the Co-Executive Sponsor of the Accessibility Technology Initiative, and is actively involved in several presidential advisory committees and councils.

Dr. Johri earned her B.A in Liberal Studies, M.B.A, and Ed.D from California State University, Sacramento. Her extensive experience, educational background, and personal journey uniquely position her to drive positive change and innovation at Fresno State.

**CIO's Tagline: Transformative Technology Innovations, Trusted Partnership, and Service Excellence**



## LEADERSHIP AGENDA FOR THE ASSOCIATE VICE PRESIDENT AND DEPUTY CHIEF INFORMATION OFFICER

The Associate Vice President and Deputy Chief Information Officer will work closely and collaboratively with the Vice President for Information Technology and Chief Information Officer and Division staff in creating a digital environment that supports the students and employees of Fresno State. The Deputy Chief Information Officer will provide division-wide operational leadership in technology services that support more than 24,000 students and 2,500 employees, working in a division with 85 team members across ten departments.

The Deputy Chief Information Officer will also provide direct oversight for two areas: the Project Management Office, which serves as a resource to the campus for the planning and executing technology projects, and Enterprise Applications and Information Systems, supporting functional academic and business areas such as Admissions, Records, Financial Aid, Advising and Degree Planning, Scheduling, Extended Education, Financial Management, Human Resources, Accounting Services, and Student Systems. In that capacity the Deputy CIO will provide vision, leadership, and direction for the staff, clearly articulating priorities and allocating resources in ways that support excellence in the provision of services.

Technology Services is deeply committed to the education and empowerment of students. The Deputy CIO will have an overarching priority of championing student success. This position will require the capacity to communicate plans and recommendations transparently and with credibility to stakeholders across the University, to engage the campus community in implementation of digital strategies, and to think critically, problem solve, and make difficult decisions.

The Deputy Chief Information Officer position requires a leader who brings an understanding of the unique needs of the diverse student population Fresno State serves and the deep connection between the University and its surrounding communities. The Deputy CIO will create a culture guided by best practices, and will advance the standing of Technology Services through relationship building, partnerships, active engagement, and a spirit of service.

In addition to the opportunities described, major duties of the job include:

### **Strategic Leadership**

The Deputy CIO will be responsible for providing strategic vision and leadership in all areas of services

## LEADERSHIP AGENDA FOR THE ASSOCIATE VICE PRESIDENT AND DEPUTY CHIEF INFORMATION OFFICER (CONT.)

and support. The Deputy CIO needs to anticipate future trends, integrate cutting-edge technologies, and craft a roadmap that ensures sustainability and innovation. The individual's ability to see the bigger picture and chart a path forward will shape the future of the organization's IT infrastructure. The Deputy CIO will harness project management methodologies to ensure that projects are aligned with organizational goals, delivered on time, and within budget.

### **Fostering a Collaborative and Motivated Culture**

The Deputy CIO will lead a passionate team dedicated to supporting the students of Fresno State. This position presents the opportunity to invigorate, motivate, and unify the staff within the Division, fostering a collaborative and driven environment. The Deputy CIO must be approachable and visible, both within the Division and across the campus, building trust and cultivating strong relationships. This leader will inspire a diverse team, nurture professional growth, and maintain high morale by recognizing and celebrating staff achievements.

### **Building a Strong Foundation Through Process Optimization**

The Deputy Chief Information Officer (CIO) acknowledges the critical role of well-structured processes in successfully deploying technology. Their focus is refining workflows before integrating new technologies to ensure that any innovations complement and improve existing systems rather than creating additional complexity or technical debt.

By dedicating attention to process improvement, this leader aims to establish a more streamlined and unified work environment that enables technology to drive meaningful outcomes for students, faculty, and staff.

### **REQUIRED AND PREFERRED QUALIFICATIONS**

#### **Education and Experience:**

- A Bachelor's degree from an accredited college in computer science, management information systems, or a related field of study.
- Five or more years of experience in leadership positions within a technology organization demonstrating progressive growth of responsibility, scope, and complexity.
- Proven experience in the execution and delivery of large organizational projects, managing cross-functional teams and influencing senior-level management and key stakeholders.

#### **PREFERRED OR SPECIALIZED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Master's degree in technology, business, or a related field.
- Demonstrated experience practicing IT Service management in a leadership position.
- Project Management or Change Management certification.





## LEADERSHIP AGENDA FOR THE ASSOCIATE VICE PRESIDENT AND DEPUTY CHIEF INFORMATION OFFICER (CONT.)

- Experience with Peoplesoft.
- ITIL Expert certification is highly preferable; otherwise ITIL Foundations certification.
- Experience working in a union environment and managing union employees.
- Experience working in higher education and/or large corporate environments.

### DESIRED EXPERIENCE AND ATTRIBUTES

- Adaptability, people orientation, and the ability to foster resiliency.
- Knowledge of the principles and practices of effective leadership, motivation, and performance evaluation.
- Excellent written and verbal communication skills, and the ability to represent Technology Services at a high level to internal and external stakeholders.
- Expertise in IT strategic planning, IT governance formulation, and organizational change management.
- Broad technology background with working knowledge of functional areas in IT serving higher education, and ability to speak to technology issues and concerns of importance to University leaders, employees, and students.
- Proficient hands on leadership capability with proven track record of successful team development and effective collaboration with all organizational levels.
- Ability to improve operational efficiency, service delivery and information management across the Division, while supporting team members through prioritization, advocacy, and targeted resource allocation.
- Skill and commitment to supporting students and student success through technology services.
- Ability to inspire team members and drive technology change in a dynamic and complex operating environment.
- Expertise in project and portfolio management, budget planning, financial management and workforce management.

- Strong experience in a customer-service-oriented role in a fast-paced environment that is prone to change, preferably in a technology-related area and in higher education.
- Strong characteristics of integrity, excellence, discretion, team-orientation, and service-orientation.
- Ability to analyze complex situations such as personnel or operational issues and to develop and implement corrective actions and strategies for department-wide success.
- Broad general knowledge of current and emerging technologies, technology directions, and strategic application to business needs, including the ability to differentiate between a relevant trend and hype.
- Strong ability to initiate and manage multiple tasks and projects under competing deadlines and maintain flexibility in response to constantly shifting priorities.
- Ability to facilitate group participation, consensus building and fostering employee development through coaching, counseling, and training.
- Exercise sound administrative judgment and initiative in the development of new methods and procedures and in the solution of difficult personnel problems.
- Ability to foster an inclusive workplace and work effectively with people of diverse backgrounds and across organizational lines.
- Broad knowledge of enterprise applications and managing the teams that support enterprise applications.

### SALARY AND BENEFITS

The salary for this position will be determined based on qualifications and related experience. It is expected the new hire will begin at \$150,000 to \$180,000 per year. A comprehensive benefits package is offered as well.



## APPLICATIONS, INQUIRIES, AND NOMINATIONS

California State University, Fresno is being assisted by Academic Search. Prospective candidates may arrange a confidential discussion by contacting Dr. Shirley Robinson Pippins at [Shirley.Pippins@academicsearch.org](mailto:Shirley.Pippins@academicsearch.org) or Rodney Clark at [Rodney.Clark@academicsearch.org](mailto:Rodney.Clark@academicsearch.org). Nominations may also be submitted by email directly to [AVPCIO@academicsearch.org](mailto:AVPCIO@academicsearch.org).

Interested applicants must apply through California State University, Fresno. To do so, go to <https://careers.fresnostate.edu/en-us/job/542577/associate-vice-presidentdeputy-chief-information-officer> to complete the employment application, including attaching a cover letter that addresses the responsibilities and requirements described in this position prospectus; a curriculum vitae; and a list of three professional references. References will not be contacted without the explicit permission of the candidate. This position is open until filled, but only applications received by **December 2, 12:00 p.m. noon**, can be assured full consideration.

*California State University, Fresno is committed to maintaining and implementing employment policies and procedures in compliance with applicable state and federal equal employment opportunity laws and regulations. Executive Order 883 prohibits discrimination and Executive Order 927 prohibits harassment, on the basis of a protected status: race, color, religion, national origin, ancestry, age, sex (including gender identity), sexual orientation,*

*marital status, pregnancy, mental disability, physical disability, medical condition and covered veteran status.*

*Fresno State's commitment to diversity informs our efforts in recruitment, hiring, and retention. We are proud to be an affirmative action and equal opportunity employer.*

*Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with California State University, Fresno. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Fresno State has identified as sensitive. The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment. This position may be a "designated position" under the California State University's Conflict of Interest Code. This will require the filing of a Statement of Economic Interest on an annual basis and the completion of training within six (6) months of assuming office and every two (2) years thereafter. Fresno State is a tobacco-free, smoke-free and vapor-free campus.*

# ABOUT ACADEMIC SEARCH

Academic Search is assisting California State University, Fresno in this work. For more than four decades, Academic Search has offered executive search services to higher education institutions, associations, and related organizations. Academic Search was founded by higher education leaders on the principle that we provide the most value to partner institutions by combining best practices with our deep knowledge and experience. Our mission today is to enhance institutional capacity by providing outstanding executive recruitment services, executive coaching, and transition support, in partnership with our parent organization, the American Academic Leadership Institute.

