|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employee Name: | |  | | Fresno State ID # |  |
| Classification: | | Admin III – I031 | | Working Title: | Associate Vice President/Deputy Chief Information Officer |
| Prepared By (MPP/Chair): | | Bao Johri | | Department: | Technology Services |
| Bargaining Unit: | M80 | FLSA Status: | Exempt | Date Prepared: | 9/2024 |

|  |
| --- |
| **POSITION DESCRIPTION** |

**Overview:**

*\* This position handles sensitive/confidential matters.*

Under the general direction of the Chief Information Officer, the Associate Vice President / Deputy Chief Information Officer provides leadership and oversees the day-to-day operations of the technology organization. The Deputy CIO actively participates in the development and execution of the IT strategic plan. In addition, the Deputy CIO will serve as chief of staff to the CIO and will effectively collaborate with the campus technology shared governance structures and serve as a business relationship manager in working across all levels and areas of the university with campus leadership and administration, deans, faculty, and students, to provide technology guidance, leadership, and direction.

The incumbent will provide leadership and direct supervision to the Project Management Office and Enterprise Applications and Information Systems team. The Project Management Office serves as a resource to the campus for the planning and executing of technology projects. The incumbent is responsible for the strategic leadership and support 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.

**General Responsibilities:**

All members of the Technology Services management and staff must perform their work in accordance with the principles below. Specific service levels and procedures associated with these responsibilities may vary depending on the assigned duties, tasks, and projects.

Management Supervisory duties include but no limited to interviewing, selecting, and training employees; setting and adjusting their rates of pay and hours of work; directing their work; appraising their productivity and efficiency to recommend retention, salary adjustments, or other changes in their status; handling or recommending a resolution to their complaints and grievances and recommend disciplinary action when necessary; planning the work; determining the techniques to be used; proportioning the work among the employees; determining the types of materials, supplies, machinery or tools to be used. The position will include occasional travel and occasional evening and weekend work.

**Major Duties:**

**Strategic Planning and Project and Portfolio Management**

● Responsible for driving focus and prioritization within the IT organization by establishing strategic planning, governance principles, standardization, processes, and procedures.

● Collaborates with Technology Services leadership and campus partners to prioritize projects based on strategic importance, risk, resources, and value.

● Drives use analytics and other qualitative decision-making strategies to analyze portfolio opportunities, develop solutions, implement changes, and track results.

● Drives success metrics, portfolio health dashboards, and periodic portfolio communications to the organization's leadership and key stakeholders.

* Accountable for the planning and sourcing of high-impact, enterprise-wide, strategic programs and digital transformation initiatives.
* Responsible for the program management methods and processes for successful execution.
* Establishes standardized organizational change management practices to deliver successful business outcomes.
* Establishes and implements continuous improvement programs for the IT organization and makes recommendations for optimizing business processes across campus.

**Enterprise Applications and Information Systems**

* Leadership and management oversight of Programmers and Analysts: Recruit, hire, develop, direct, and manage employees; address and resolve personnel issues including recommending disciplinary action, approving leave requests, and conducting employee performance appraisals.
* Provide strategic direction for enterprise applications and information systems, consulting with business areas and external vendors to identify information technology solutions, oversee application system implementation projects, provide users and maintenance support for existing information systems and lead efforts to improve the usage of application systems on campus.
* Provide collaborative oversight of the change control processes for the organization.
* Ensure that the team provides the highest quality of service possible to the users of the systems it supports.
* Work with representatives of the various user communities to understand and anticipate their requirements and to guarantee that we take the proper measures to meet these requirements and quickly resolve any problems that occur.
* Ensure the availability of applications and systems that responsively meet the needs of users by providing leadership and direction to the team and participating with that team in the implementation and maintenance of those areas.
* Manage and provide oversight for the accomplishment of goals and objectives related to the implementation and resource management of the PeopleSoft enterprise-wide system based upon established campus priorities.
* Identify, prioritize, and manage day-to-day operations and development initiatives supporting institutional goals and service improvement.
* Provide consultative support and expertise in the administration of the student system database. Provide functional advice and expertise to the functional areas to ensure optimal system use and performance; research delivered applications and best practices; assist with developing of specifications for modifications, data extracts, interfaces, and compatibility with third-party software.

**Other Duties**

* Accountable for effective collaboration and communications between the IT organization and the campus stakeholders, groups. Faculty and staff to gain input and provide transparency to IT services and value created for the organization.
* Accountable for developing and maintaining IT policies, procedures, methodologies, performance management frameworks, and metrics to ensure the IT organization delivers value to the enterprise.
* Responsible for the change control process, managing change requests, change order, change log, and leading the change control board.
* Responsible for change management, ensuring a systemic approach to managing transition or change in processes, tools, and technologies.
* Responsible for disaster recovery (DR) plans and procedures for campus infrastructure and services are kept up to date, and disaster recovery is designed and maintained to meet essential service recovery objectives. Ensure that DR infrastructure is maintained and tested to meet service recovery objectives.
* Responsible for IT Business Continuity Planning; plans and procedures are kept up to date.
* Accountable for developing and managing strategic vendor and partnership relationships.
* Perform other duties as assigned.

**Supervisory Responsibility:**

|  |  |
| --- | --- |
| Who supervises this position: | Vice President of Technology Services/CIO |
| Who is responsible for completing the Performance Appraisal: | Vice President of Technology Services/CIO |
| What other classifications does this position supervise: | All Administrative Staff (except the Executive Assistant), Technical Staff |

**Required Knowledge, Skills, and Abilities:**

* Knowledge of the principles and practices of effective leadership, motivation, and performance evaluation.
* Excellent written and verbal communication skills.
* Expertise in IT strategic planning, IT governance formulation, and organizational change management.
* Proficient 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 IT organization.
* Ability to effectively drive culture and 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, 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 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 foster 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.

**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.
* 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.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

* 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](http://www.calstate.edu/eo/EO-1083.html) as a condition of employment.
* This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU Executive Order 1095](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html).
* Pursuant to the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) and CSU systemwide policy, this position has been designated as a Campus Security Authority (CSA). CSAs are required to complete Clery Act training and to immediately report Clery incidents to the institution.
* This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent of this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**SIGNATURES**

My signature denotes that I have reviewed the duties, responsibilities, and functions outlined on the position description form and that it is an accurate statement of the duties and responsibilities assigned to this position. The position description is intended to describe the general content and essential requirements for the position and is not an exhaustive statement of duties. Management has the exclusive right to alter this position description.

Print Name Signature Date

|  |  |  |
| --- | --- | --- |
| Employee: |  |  |
| Supervisor: Dr. Bao Johri |  |  |
| Appropriate Administrator: Dr. Bao Johri |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Name: |  | Position: | Admin III – AVP/Deputy CIO |
| Department: | Technology Services | Date Prepared: | 9/2024 |

|  |
| --- |
| **WORKING ENVIRONMENT** |

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of hours/day | | | | |  |  | | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting | **☐** | **☐** | **☒** | **☐** | **☐** |  | 12. Lifting or carrying | | **☐** | **☐** | **☐** | **☐** | **☐** |
| 2. Standing | **☐** | **☒** | **☐** | **☐** | **☐** |  | | A. 10 lbs. or less | **☐** | **☒** | **☐** | **☐** | **☐** |
| 3. Walking | **☐** | **☒** | **☐** | **☐** | **☐** |  | | B. 11 to 25 lbs. | **☐** | **☒** | **☐** | **☐** | **☐** |
| 4. Bending Over | **☒** | **☐** | **☐** | **☐** | **☐** |  | | C. 26 to 50 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 5. Crawling | **☒** | **☐** | **☐** | **☐** | **☐** |  | | D. 51 to 75 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Climbing | **☒** | **☐** | **☐** | **☐** | **☐** |  | | E. 76 to 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 7. Reaching overhead | **☒** | **☐** | **☐** | **☐** | **☐** |  | | F. Over 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 8. Crouching | **☒** | **☐** | **☐** | **☐** | **☐** |  | 13. Repetitive use of hands/arms | | **☐** | **☐** | **☐** | **☒** | **☐** |
| 9. Kneeling | **☒** | **☐** | **☐** | **☐** | **☐** |  | 14. Repetitive use of legs | | **☒** | **☐** | **☐** | **☐** | **☐** |
| 10. Balancing | **☒** | **☐** | **☐** | **☐** | **☐** |  | 15. Eye/hand coordination | | **☒** | **☐** | **☐** | **☐** | **☐** |
| 11. Pushing or pulling | **☒** | **☐** | **☐** | **☐** | **☐** |

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| 16. Driving cars, trucks, forklifts and other equipment | ☒ | ☐ |
| 17. Being around scientific equipment and machinery | ☒ | ☐ |
| 18. Walking on uneven ground | ☒ | ☐ |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **MENTAL EFFORT** | | | | | | |  | **ENVIRONMENTAL FACTORS** | | | | | |
|  | Number of hours/day | | | | |  | |  | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  | |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others | **☐** | **☐** | **☐** | **☐** | **☒** |  | | 1. Inside | **☐** | **☐** | **☐** | **☒** | **☐** |
| 2. Writing | **☐** | **☒** | **☐** | **☐** | **☐** |  | | 2. Outside | **☐** | **☐** | **☒** | **☐** | **☐** |
| 3. Using math/calculations | **☐** | **☒** | **☐** | **☐** | **☐** |  | | 3. Humid | **☒** | **☐** | **☐** | **☐** | **☐** |
| 4. Talking | **☐** | **☐** | **☒** | **☐** | **☐** |  | | 4. Hazards | **☐** | **☒** | **☐** | **☐** | **☐** |
| 5. Working at various tempos | **☐** | **☐** | **☐** | **☐** | **☒** |  | | 5. High places | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Concentrating amid distractions | **☐** | **☐** | **☐** | **☒** | **☐** |  | | 6. Hot | **☐** | **☒** | **☐** | **☐** | **☐** |
| 7. Remembering names | **☐** | **☐** | **☐** | **☒** | **☐** |  | | 7. Cold | **☒** | **☐** | **☐** | **☐** | **☐** |
| 8. Remembering details | **☐** | **☐** | **☐** | **☒** | **☐** |  | | 8. Dry | **☒** | **☐** | **☐** | **☐** | **☐** |
| 9. Making decisions | **☐** | **☐** | **☐** | **☒** | **☐** |  | | 9. Wet | **☒** | **☐** | **☐** | **☐** | **☐** |
| 10. Working rapidly | **☐** | **☐** | **☐** | **☒** | **☐** |  | | 10. Change of temp | **☒** | **☐** | **☐** | **☐** | **☐** |
| 11. Examining/observing details | **☐** | **☐** | **☒** | **☐** | **☐** |  | | 11. Dirty | **☐** | **☒** | **☐** | **☐** | **☐** |
| 12. Discriminating colors | **☒** | **☐** | **☐** | **☐** | **☐** |  | | 12. Dusty | **☐** | **☒** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  |  | | 13. Odors | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  |  | | 14. Noisy | **☐** | **☐** | **☒** | **☐** | **☐** |
|  |  |  |  |  |  |  | | 15. Working With others | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  |  | | 16. Working around others | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  |  | | 17. Working alone | **☐** | **☒** | **☐** | **☐** | **☐** |