Kent State University seeks a highly motivated and collaborative leader adept at engaging partners to leverage technology to meet their strategic goals to serve as its Deputy CIO and Chief Technology Officer (CTO). Reporting to the Vice President Information Services and Chief Information Officer (CIO), the CTO serves a key role in University leadership working closely with senior administration, academic leaders, and the campus community. The CTO joins the University at a time of transformation, innovation and change for both the University and the Division of Information Services (IS). The CTO will play a significant role architecting the technological, organizational, and services changes in IT that will make it a valued and responsive partner with the rest of the campus. The CTO will directly oversee a staff of 15 and indirectly provide strategic guidance to more than 120 staff across the division of Information Services. They will lead planning and management of division-wide operating budget of $10 Million. Working in partnership with the CIO and IS leaders, the CTO will develop technical, staffing and financial plans to guide the work of the Information Services division.

The Leadership Agenda

Technology is an important asset and contributor to the strategic goals of the University. The appointment of a new CIO and the development of a new service and customer centric IS organizational structure and the appointment of new IS senior leadership are parts of a broader vision to help Kent's academic and administrative units use technology in innovative and effective ways. The CTO will help create a culture that puts the needs and goals of campus partners first and places technology in a supporting and enabling role. The CTO will lead and mentor a Business and Academic Services team to forge deeper relationships with academic and administrative partners as advisors to identify ways technology may improve services and process efficiency and effectiveness. The CTO and their team will facilitate communication and collaboration with and mobilize technology resources from across the organization to meet unit needs. The CTO serves as Kent's technology architect and will lead efforts to monitor technology developments and chart roadmaps and standards to guide services planning and technology adoption decisions.

Working with the Vice President for Research and the faculty, the CTO will craft and execute strategy to enhance technology resources in support of the University's research enterprise. The CTO will lead delivery of communications, compute, data management, and application support services valued by the research community and needed to connect Kent's faculty and students to resources that support their research and scholarly work.

Additional duties of the CTO include:
- Monitor current and emerging trends in technology, technology management and their application to higher education ;
- **Lead collaborative efforts to develop strategies and drive digital transformation that improve constituents experience, contribute to the success of students, and enable the University to realize its goals ;**
- Discover and implement technologies that yield a competitive advantage and help departments use technology profitably while maximizing the utilization of Kent State's technology investments;

- Assist in the development of future budgets, and in the analysis and evaluation of cost recovery, cost-benefit, and other quality management/assessment approaches for enterprise IT services.
- Facilitate the continuous improvement of IT governance structure and practices to engage University stakeholders, optimize technology investments, and provide transparency.
- Lead the identification and implementation of project management methods, reporting, tools, templates, guidelines, and standards in order to establish a stable framework that supports all project teams and stakeholders to improve the probability of successful project delivery;
- Develop, track, analyze and monitor KPIs to assess technological performance and the reporting of results;
- Optimize the IT service offerings for the enterprise, and provides technical leadership guidance of these services;
- Develop technical architecture and strategy in concert with IS leaders responsible for the development, design, and systems integration for client engagement, from definition phase through implementation; provide technical direction for one or more technical areas; and
- Create and execute business and technical plans, and revise as appropriate to meet changing needs and requirements.

Required Qualifications and Essential Experiences

The CTO requires a Bachelor's degree from an accredited institution of higher education and at least eight years of increasingly technical work experience, organizational or project management leadership, or a combination of education and relevant experience. Demonstrated supervisory experience is also required. A Master's degree and significant IT leadership experience in higher education is strongly preferred.

The ideal candidate brings a comprehensive understanding of higher education mission, culture and environments, portfolio and project management methodologies, emerging technology trends, and software and systems development lifecycles to enable successful delivery of services for Kent State. The complexity of this position requires a leadership approach that is engaging, imaginative, and collaborative, with a sophisticated ability to work with other leaders to set the best balance between technology strategies and other priorities at the campus level. The most successful candidates will have many of the following preferred qualifications.

- 10+ years of experience leading a significant component of a comparably complex IT organization or as the senior leader for smaller IT organization;
- Led and motivated cross-functional, interdisciplinary teams to achieve tactical and strategic goals deploying technology and process change;
- Developed or made significant contributions to strategic IT plans to help their organization to leverage technology to improve academic, or business unit outcomes;
- Developed, communicated and led efforts to promote successful adoption of policies and standards;
- Demonstrated ability to recruit, lead, motivate, and develop IT staff and create an organizational culture that fosters collaboration, creativity and teamwork;
- Maintains exceptional customer relationships and demonstrates consensus building skills, and ability to establish effective working relationships in a diverse environment; and
- The following certifications are preferred:

- Project Management Professional (PMP) certification and/or training,
- Agile Project Management certification and/or training, and
- ITIL Foundations v3 certification and/or training.

Information Services

The Division of Information Services (IS) is responsible for the strategy, planning, and delivery of information technology across all eight Kent State University campuses and their respective satellite locations. Four groups comprise IS and include: IT Enterprise Applications and Infrastructure Services and Support (EAI), Systems Development and Innovations, Educational Technology and Service Management and IS Finance and Business Operations. Specifically IS is responsible for:

- Designing, installing, and maintaining core computing and communications infrastructure, ensuring secure access to enterprise systems and the university network;
- Designing and developing innovative software applications, such as FlashLine and KSUMobile, that connect our students, faculty, and staff to the information they need;
- Managing hardware and software purchasing, installation and configuration to support teaching, learning, and research;
- Providing end user services to assist with their use of technology; and
- Managing and supporting the university's learning management system and other applications for teaching and learning.

The Division is partnering with the campus to implement a new strategic direction for the IS organization and University technology. Hallmarks of this new direction are a services-based organization structure and culture and emphasizing data and the user experience as foundational to all services and strategies. Priority initiatives focus on improving IT governance processes, expanding research computing services, improving IT operations and services, and deploying new constituent relationship management and mobile strategies. To learn more about our division please visit the IS web site.

About Kent State

Kent State University is one of 76 public higher-research universities, as categorized by the Carnegie Foundation for the Advancement of Teaching, and is ranked in the first-tier list of Best National Universities by U.S. News & World Report. With eight campuses spanning Northeast Ohio, a College of Podiatric Medicine, a Regional Academic Center, and academic sites in major world capitals such as New York City, Geneva and Florence, Kent State is one of Ohio's leading public universities and a major educational, economic and cultural resource far beyond the Northeast Ohio region it has served since 1910.

The University is powered by a vision that our collaborative community created together. That vision, *A Strategic Roadmap to a Distinctive Kent State*, introduces goals and strategies to increase student success, accentuate the University's distinctiveness, position the University to succeed in a globally competitive environment, increase its impact on regional development and improve stewardship of institutional resources. Please visit our web site to learn more about Kent State's strategic roadmap, mission, vision, values and plans.

To Apply visit https://www.kent.edu/hr/job-opportunities

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