UNIVERSITY OF WISCONSIN-SUPERIOR
POSITION DESCRIPTION
Chief Technology Officer
Department of Technology Services

Job Title: Chief Technology Officer
Hayes Hill Title: Director, Computer Services (M)
Reports to: Vice Chancellor for Administration and Finance
Appointment: Limited, 100%, 12 months

Position Summary: This position provides leadership and management for all information technology functions of UW-Superior and represents the campus at the UW System level.

Major responsibilities include hiring, supervision, coaching/mentoring, and providing leadership of the department team, project management and delegation, and managing fiscal and technology resources. This position is also responsible for oversight of information systems, including all hardware, software, licensing and other technologies that support IT operations, database management, user support services, and organizational development activities for the unit, administrative duties, and other duties as assigned by the Vice Chancellor for Administration and Finance. This position will also be responsible for some day to day technical work, which will be tailored to the successful candidate’s area(s) of expertise.

Duties, Tasks, and Responsibilities:

Administrative Operations
- Exercise supervisory authority, including hiring, mentoring, managing conduct, and evaluating staff performance.
- Provide direction to staff to accomplish service goals and completion of projects.
- Lead and influence change and innovation with new approaches to technology.
- Responsible for technology related strategic planning initiatives and providing solutions to support the campus’ overall strategic plan.
- Lead analysis of the university’s future (and current) IT environment to detect critical deficiencies and recommend solutions for improvement to support academic and business priorities and opportunities.
- Draft policies, procedures, and standards that support the campus IT infrastructure; develop and administer back office services.
- Keep current on technology trends affecting higher education and emerging technology risks/threats.
- Oversee and manage Technology Services departmental budgets.
- Communicate with campus constituencies regarding technology related issues.
- Attend UW System meetings representing UW-Superior.

User Support Operations
1. Oversee the Technology Services Helpdesk
- Ensure the scheduling of all staff and student employees to the Helpdesk to ensure cross-training in identifying problems, providing direction, answers, and
resolution to a wide range of information and instructional technology problems and questions dealing with software, hardware, and connectivity.

- Ensure all IT requests for assistance are ticketed and tracked, maintain customer information on problems and resolution in the Help Desk tracking system.
- Document problems and solutions and collaborate with relevant campus units for additional support to help prevent similar problems from occurring in the future.

2. Training

- Support use of application software or technology equipment by faculty, staff and students; assists users in learning and using software applications or equipment.
- Participate in providing technology training to campus technology users.
- Investigate emerging technologies and make recommendations in support of teaching and learning initiatives.

3. Solutions

- In collaboration with the Technology Services team, analyze problems, research and provide solutions to new information and instructional technology needs; work with users to identify needs; research and communicate recommended solutions.
- Communicate regularly with other Technology Services staff to exchange business intelligence and ensure coherent, consistent approach to support.
- Provide short and long-term strategic planning for network services; develop rotation/replacement plan for campus hardware and software; planning and management of wide area network bandwidth to ensure good performance for wide area applications; maintain ongoing research projects related to desktop, network and server technologies.

Network Operations

1. System Integrity and Security

- Ensure the security, integrity and confidentiality of campus network system and personal identifiable information; protect against anticipated threats or hazards to the security, integrity and confidentiality of system and information; and protect against unauthorized access to systems and information that could result in substantial harm or inconvenience.
- Participate in the Technology Information Security Council to assist in the development of system wide security solutions, policies and procedures; respond to and document on campus security incidents; maintain compliance with UW System Information Security Polices; develop campus information security policies and procedures.
- Responsible for the overall operation of the campus telephone and data network, along with server infrastructure and security.

2. Project Management

- Delegate projects as appropriate.
- Oversee the development of project task plans, estimates, and schedules with Technology Services staff.
• Assist in the design, development of computing and network service decisions and the adoption of new systems and services.

Professional Development & University Service
• Participate in activities such as workshops, conferences, classes and self-instruction to stay on top of the latest developments and technical advances in the industry.
• Maintain knowledge of campus technology strategies and standards through active participation in campus user groups and committees.

Miscellaneous
• Provide backup to members of the Technology Operations team.
• Maintain relationships with technology service vendors.
• Complete mandatory trainings and professional developed as assigned.
• Other duties as assigned.

Knowledge, Skills & Abilities
• Knowledge of Microsoft Windows Operating Systems, Apple Operating Systems, and mobile operating systems like iOS and Android.
• Knowledge of computer hardware and software, installation, maintenance, and support.
• Ability to analyze the advantages of new technologies and select the most appropriate and economical technology to satisfy business needs and service goals.
• Understanding of Network Security Assessment Tools and best practices.
• Demonstrated skill with project management principles, methods, and practices.
• Knowledge and possession of high professional standards and a personal code of ethics characterized by honesty, integrity, openness, and fairness.
• Ability to communicate effectively, both verbally and in writing; skilled in organization and planning, setting priorities, follow-through, creative problem solving, and flexibility in dealing with multiple tasks.
• Ability to work cooperatively and collaboratively.
• Ability to communicate and establish relationships with students, faculty, and staff of diverse backgrounds.
• Effective leadership and teamwork skills; ability to resolve conflicts in a collaborative and proactive approach.
• Strong commitment to customer service.
• Ability to carry 40 pounds of computer or audio/video equipment.

Minimum Requirements:
Bachelor’s degree in a technology related discipline
Three years of supervisory experience

Preferred Requirements:
Master’s degree in a technology related discipline