

Chief Information Officer (CIO)

The **Office of Information Technology (OIT)** will manage the administrative and academic information technology resources for the University of Liberia (UL). The OIT *seeks to provide* global access to technology over a highly secured wired and wireless based network, utilizing fiber optic backbone for voice, video, data, and security. ***The University of Liberia seeks financial assistance to develop and establish such an office, including funding for the Chief Information Officer (CIO) who will head the OIT, and for staffing the OIT (technicians and administrative staff of 5-7 persons, at inception) for the initial 4 years, after which the Office will be 50% self-sufficient/50% funded through UL's budget.***

The University of Liberia invites applicants for the position of **Chief Information Officer (CIO)**. The Chief Information Officer (CIO) position **requires a knowledgeable IT executive** with experience working and interacting in a higher education environment with students, faculty, and administrators. The CIO understands the *education* business, as well as the *information technology* business, and provides technology leadership, and management of systems and services. The CIO develops and implements IT strategic and tactical activities, in alignment with UL's mission and institutional plan. The CIO is a key member of the university leadership team and will bring a strong strategic orientation and vision of how information technology can support the campus community. The CIO will oversee the delivery of technology services and maintain a secure infrastructure to meet users' needs, ensure a high level of customer satisfaction, create and take advantage of efficiencies in operations, and support innovation in teaching, learning and scholarship. Working in collaboration with faculty, staff, and students, the CIO will be asked to address a set of key opportunities and challenges. Reporting directly to the University President, the CIO's duties and responsibilities will be as follows:

Customer Relations Management:

1. Build and maintain a positive Information Technology presence on campus.
2. Establish rapport, credibility, trust and confidence with others (both internal and external) on a business, academic and personal level, and build effective relationships with stakeholders.
3. Respond promptly and accurately to questions, requests, and issues; ensuring proactive communication with stakeholders during and after project completion.
4. Be a strategic business partner, understanding UL's business drivers and converting them into compelling solutions.

Financial Management:

1. Develop a technology budget with vendor contract review, upon approval by the President and the VP for Finance & Fiscal Affairs.
2. Understand OIT financials and effectively communicate to management, the financial positions of all IT projects.
3. Ensure accuracy of invoices and IT requests across the University.

Operation Management:

1. Create and implement Information Technology strategy.
2. Assess and anticipate technology projects and recommend appropriate action and expending of appropriate resources.
3. Direct IT staff in supporting Enterprise Resource Planning (ERP) programs, networks,

telecommunications, desktop support, IT Strategic Planning, and other departmental and university information technology functions.

4. Measure, document and report IT contributions, efforts, performance and success.
5. Understand technology contracts and explain contract components to management and team members.
6. Present solutions in the context of business value; articulate UL's needs by describing compelling events, critical success factors, and necessary technology improvements to support the institution's overall goals.

Employee Management:

1. Select team members, set high expectations and coach and mentor members of the OIT team and community.
2. Consistently remain knowledgeable and committed to process improvement and documentation of effective practices.
3. Support formal and informal training, which prepares individuals for higher levels of responsibility.

Minimum Qualifications

1. **Extensive demonstrated knowledge of applications development, systems development methodologies, and project management, planning and implementation.**
2. **Extensive demonstrated knowledge of management practices and principles relating to enterprise information system administration.**
3. **Extensive demonstrated knowledge of common practices and trends in, and affecting institutions of higher education.**
4. **Knowledgeable of academia/shared governance.**
5. **Demonstrated ability to advise, direct, train, and evaluate IT staff in work activities.**
6. **Demonstrated ability to build effective relationships with both internal and external stakeholders.**
7. **Demonstrated ability to supervise the work of others.**
8. **Demonstrated ability to set, monitor, and change priorities among multiple competing constituencies.**
9. **Demonstrated ability to communicate effectively, both verbally and in writing, and convey matters to large diverse audiences (students/staff/faculty) via presentations.**
10. **Must possess strong project management experience.**
11. **Must possess a minimum of 5 years of progressive management within Information Technology as a CIO or IT leader.**
12. **MS degree in Computer Science, Information Technology, or similar discipline required; PhD degree preferred, or equivalent combination of education and experience that provides the requisite knowledge, skills, and abilities.**