Harris Search Associates
INNOVATION + TALENT

University of North Carolina at Charlotte

Vice Chancellor for Information Technology and Chief Information Officer Search

UNC CHARLOTTE

Harris Search Associates

About University of North Carolina at Charlotte

The University of North Carolina at Charlotte (UNC Charlotte) is North Carolina's urban research university of more than 26,000 students and the only doctoral-granting research institution in a dynamic region of 1.8 million. The campus is located in the piedmont of North Carolina, just two hours from the mountains and three hours from the Atlantic Ocean. The University leverages its location in the state's largest city to offer internationally competitive programs of research and creative activity, exemplary undergraduate, graduate, and professional programs, and a focused set of community engagement initiatives. UNC Charlotte maintains a particular commitment to addressing the cultural, economic, educational, environmental, health and social needs of the greater Charlotte region.

UNC Charlotte offers 19 doctoral, 63 master's, and 86 bachelor's degree programs through seven colleges: the College of Arts + Architecture, the College of Liberal Arts & Sciences, the Belk College of Business, the College of Computing and Informatics, the College of Education, the William States Lee College of Engineering, and the College of Health and Human Services. More than 900 full-time faculty comprise the University's academic departments. UNC Charlotte boasts more than 90,000 living alumni and adds about 4,500 new alumni each year. The University is highly recognized for its entrepreneurial spirit and energetic faculty and staff.

UNC Charlotte has two campuses: Center City and the main campus. UNC Charlotte Center City is located in uptown Charlotte and serves as an embodiment of the University's urban identity, facilitating programs having an urban awareness and context. The main campus is located in Northeast Charlotte's University City area and sits on 1,000 wooded acres. The campus has approximately 75 buildings and is about 10 miles from uptown Charlotte. A new light rail line connecting the two campuses will be completed in 2017. The University is the largest institution of higher education in the Charlotte region, which is the second largest banking center in the United States.

As North Carolina's urban research university, UNC Charlotte is home to numerous research centers and institutes designed to enrich the research, instruction, and service mission of the institution. Institutes such as the Charlotte Research Institute, the Institute for Social Capital, and the Urban Institute serve as portals for community-university partnerships and research endeavors.

The mission of the Information Technology Services (ITS) organization is to provide highly reliable information technology infrastructure, tools, and services to enable the University to achieve its academic, research, service, and administrative objectives. This includes support across the main campus, the Charlotte Research Institute which is adjacent to the main campus, and the Center City Campus in uptown Charlotte.

University Budget

UNC Charlotte's operating budget in 2012-13 is $447 million. Approximately two-thirds of the revenue to fund expenditures comes from state appropriations.

About Charlotte

Home to several Fortune 500 companies, the Charlotte region features world class dining and entertainment, a wide variety of outdoor recreational activities, diverse performing arts, theater and cultural attractions, professional athletics, and unique neighborhoods. UNC Charlotte's location less than 10 miles from Uptown center of Charlotte allows easy access to the city. Public transportation options include bus service and light rail.

ITS Organization

UNC Charlotte uses a mixed model of centralized and decentralized information technology support. ITS provides core infrastructure and functionality including networking, security, web management, server administration, email, IT product management, desktop support, and software support to the campus. In addition, several colleges maintain IT support teams dedicated to their specific unit. These teams work both independently and in conjunction with ITS to provide specialized IT services to dedicated desktop, software, and IT project support within their respective colleges.

The ITS organization chart can be found at: http://itservices.uncc.edu/about-us/department-list.

Recently, UNC Charlotte engaged BerryDunn, an independent management and IT consulting firm experienced with higher education, to work with the University to develop an IT Master Plan (http://itmasterplan.uncc.edu/).   The IT master planning process will entail two phases: phase one will be an assessment of UNC Charlotte's IT operations, services, resources, and organization, while phase two will build upon this assessment work to help us develop an actionable IT Master Plan and a sustainable planning process that supports the strategic mission and goals of the University.

The Position

The Vice Chancellor for Information Technology (VCIT)/CIO is responsible for providing strategic leadership, planning and direction for the central ITS organization. She/he has management responsibility for a central ITS organization with approximately 110 employees and oversees all administrative and academic computing services, network, telephony and academic support. He/she reports directly to the Vice Chancellor for Academic Affairs and Provost and works closely with the University's senior leaders to plan, coordinate and support the IT services and administrative programs. The VCIT/CIO also represents UNC Charlotte in UNC system level discussions.

Essential Duties and Responsibilities

- Provides executive leadership and direction for the ITS organization toward a holistic vision that supports the vision and mission of the University.

- Promotes a culture that is open, transparent, positive, friendly, and committed to the success of the organization, partners, stakeholders, and customers. Maintains an organizational environment that encourages team building, flexible collaboration and creative problem solving. Identifies and encourages professional development opportunities for all IT staff.

- Experience with developing and implementing a strategic plan for IT.

- Provides leadership for the day-to-day operations of ITS plans, operational and discretionary budgets, and assures responsible fiscal management of the division.

- Assures the ITS organization maintains accessibility, reliability and functionality of institutional processes that depend on technology (business continuity) and minimizes impacts of outages, intrusions, and service interruptions.

- Ensures balance between the need for mission-critical IT functions with the support of local solutions that build upon the distinctive capacity, character, community and working relationships of the individual colleges and administrative units within UNC Charlotte.

- Fosters strategic partnerships and maintains and nurtures effective communication with the Provost, Chancellor, Vice Chancellors and other senior staff and faculty as well as IT Directors to establish strategic goals and objectives for the University's technological advancement.

- Ensures the on-going research, evaluation and determination of campus hardware and software standards as well as the planning, implementation and consultation for enterprise interoperability and documentation after adoption.

- Attracts new leaders and develops internal current organization. Assists managers and supervisors in hiring a qualified and diverse technical and support staff, supervises staff and assists in the resolution of personnel problems in IT.

- Works well with business and system level ITS peers to understand the ways in which technology can support the development of critical system-wide and campus capacity.

- Proactively represents ITS through participation in campus meetings and special projects; serves on various committees and taskforces and as the University's liaison to professional organizations, consortiums, vendors, and to the General Administration of the University of North Carolina.

- Maintains a service-oriented organization that establishes goals for high-quality customer service and monitors progress on those goals. Maintains an organizational culture of assessment and consultation with constituents.

- Communicates to all campus constituencies regarding vision, goals, objectives, emerging issues, new services and impacts of technology changes on users' activities.

- Establishes policies and procedures to maintain functionality of IT systems, minimizes risks with appropriate security procedures, systems, and policies. Ensures users are educated regarding risks from intrusions and service interruptions, and provides appropriate oversight to avoid illegal activities on the university's networks and systems.

- Maintains currency with trends for new technology to support and transform instructional and business processes in the university, issues and trends in higher education, and legal issues regarding technology.

- Challenges staff to grow current expertise and to share their knowledge and experiences with others. Fosters opportunities for detailed discussion of trends, issues and innovations, and how these will/can affect the mission and goals of the University.

- Nurtures appropriate relationships with off-campus organizations to provide opportunities for the University, to showcase achievements, and to communicate the University's identity and key messages.

Desired Characteristics and Abilities

- Excellent communication and interpersonal skills with demonstrated ability to work as a team player.
- Ability to manage competing priorities deadlines and projects simultaneously.
- Demonstrated integrity, confidence, enthusiasm, initiative, and flexibility.
- Clear ability to think both long range and strategically; bring vision and creativity; and inspire others to active engagement in a common enterprise.
- Able to communicate effectively to multiple constituencies, including University professionals, the academic community and the public.
- Collaborative leadership style and personal facility in exercising leadership within the framework of shared governance.
- High energy and a collaborative management style; enjoys interaction and collaboration; friendly and open with all constituents.

Qualifications

A minimum of a Master's degree in computer science or equivalent in a closely related field and 8-10 years of related experience and/or training; at least 5-7 years of experience in a management and leadership capacity. Knowledge and experience managing budgets and supervision skills are necessary.

Procedure for Application

UNC Charlotte is being assisted by Harris Search Associates for this search. Please contact Jeffrey Harris, Managing Partner, for further detail.

Contact Info: Jeffrey Harris, Managing Partner   Email: jeff@harrisandassociates.com

Tel: 614-798-8500 ext.125   Cell: 614-354-2100   www.harrisandassociates.com