University of California, Riverside (UCR)

Associate Vice Chancellor/Chief Information Officer (AVC/CIO) Summary

Our ideal candidate is someone who is well-balanced as both a technologist and business operator. You should have experience deploying and maintaining software applications across a complex organizational structure, have managed an internal development team at some point, and know how to deliver basic IT support services to an organization of 3,000+ constituents. Higher education should be a passion or area of intellectual curiosity, but not a required work experience. What is required is a knowledge and desire to implement modern approaches to everything IT related (software selection, development methodologies, technical infrastructure, IT management, and IT service delivery) and to be able to work in a large and complex environment.

UCR is looking for an AVC/CIO who can harness new opportunities in IT in support of the UCR community (faculty, researchers, students, administrators, etc.). Historically, UCR made large investments in developing in-house software and technical infrastructure at a time when SaaS solutions or Cloud Infrastructure did not yet exist. The result has been a portfolio of ~150 transactional systems/applications developers and systems administrators burdened with maintaining these systems, unable to keep pace with new business requirements and a desire to implement innovations. UCR’s annual IT budget is $27M with ~200 IT FTEs distributed through campus. UCR is looking for a liberator - a leader who can thoughtfully restructure UCR’s IT portfolio by working with the campus constituents to identify opportunities to transition to simpler, easier to maintain solutions, thereby creating funding for newer, innovative technologies to benefit the research and classroom learning environment for students and faculty.

Among the immediate challenges and opportunities the AVC/CIO will tackle:

1. **Evaluate and determine the appropriate level of centralization or decentralization amongst the current IT groups across campus.** Work collaboratively with Colleges to create the appropriate reporting structure and drive accountability and adherence to the Office of the AVC/CIO policies.
2. **Evaluate the current application software portfolio and assess options for their long-term viability, including considering outside vendor solutions.** The Office of the AVC/CIO should bring a mentality that questions whether business “requirements” are truly requirements, or whether UC’s processes can be adapted to standard vendor solutions rather than making costly software customizations. Define criteria for whether software projects should be funded. Evaluate the opportunity to transition more of the technical infrastructure to Cloud solutions.
3. **Bring a strong perspective on IT best practices across a range of disciplines and how best to institute these practices through functional and management training, in particular cybersecurity practices.**
4. **Create a high performance team, ensuring information and ideas flow freely across teams and empowering team members to pursue excellence and innovation.**
5. **Become an expert in systems and technologies pertinent to higher education.** UCR wants to enable its faculty to be on the leading edge of changing the traditional classroom-learning model and the AVC/CIO should serve as a thought partner to faculty as they pursue different models.
6. **Work with Student Affairs to develop cutting edge technology to ease student administration and enable student success.**
University of California Riverside (UCR)

UC Riverside embodies the promise of our Golden State, harnessing its potential to transform lives. Our student body is among the most diverse in the nation. We have an opportunity – unique in the United States, if not the world – to demonstrate how diversity can stimulate vigorous intellectual exchange, influence research and creative activity, shape the curriculum in new ways, enhance our venerable tradition of engagement, and contribute to a healthy and vibrant campus climate for all.

— UCR 2020: The Path to Preeminence

Two mission-driven features of the campus – a faculty recognized worldwide for its high-impact research and the transformative impact the University has on the social mobility of the students it serves – come together here in ways that make UCR like no other institution in American higher education. UCR is one of the most diverse research universities in the nation, and is one of only a handful of universities in the U.S. with both a “very high” research Carnegie classification and Hispanic Serving Institution status.

At UCR, 57% of undergraduates are first-generation, and 59% are low-income (Pell Grant eligible), which is a higher percentage than at any other leading American research university. These students perform exceptionally well, and UCR has among the lowest racial and ethnic gaps in graduation rates in the country. This record of success has led UCR to being ranked #1 by Time Magazine and #2 nationally by Washington Monthly ranking. Student surveys from UCR and peer institutions consistently show that UCR is also a national leader in creating a campus racial climate where underrepresented minority students feel respected and welcome at the University.

The origins of the University of California, Riverside (UCR) campus date back to 1907 when, by act of the Legislature, the Citrus Experiment Station was established in Riverside to conduct research on the agricultural challenges facing Southern California. In 1954, UCR was dedicated and the College of Letters and Science opened for classes. In 1959, UCR was designated by the Board of Regents as a general campus with graduate and professional studies, as well as the liberal arts. UCR has grown rapidly in recent years, and has an enrollment in Fall 2013 of 21,300 students, including nearly 2,700 graduate and professional students. UCR has nearly 1,000 instructional faculty, including 720 ladder rank faculty. Chancellor Kim Wilcox and Provost Paul D’Anieri have initiated plans for aggressive faculty hiring over the next few years.

The campus strategic plan, UCR 2020: The Path to Preeminence sets forth academic excellence, access, diversity and community engagement as the four strategic goals for the campus. In particular, UCR seeks
to attain the profile of institutions belonging to the Association of American Universities (AAU). This ambitious goal will require a tripling of competitive federal research expenditures, and building a much larger faculty.

UC Riverside has a long history of research contributions with an unbroken string of scientific innovations impacting everything from crop management, to dance theory, to pioneering genomics, to quantum mechanics. UCR is a living laboratory for the exploration of issues critical to growing communities — air, water, energy, transportation, politics, the arts, history, and culture. We share the promise of our research with our community, our region, our state, and the world. Prominent features of the campus include the 161-foot bell tower, 40-acre botanic gardens, and acres of citrus groves.

UCR is comprised of seven colleges and schools: the College of Humanities, Arts and Social Sciences; the College of Natural and Agricultural Sciences; the Bourns College of Engineering; the School of Business Administration; the Graduate School of Education; a newly accredited School of Medicine; and a new School of Public Policy. UC Riverside offers bachelor degree programs in over 100 majors, 56 Master's degree programs, and 47 Ph.D. Programs. University Extension offers continuing education to the community as well as English instruction to thousands of international students each year.

**Position**

The AVC/CIO is responsible for creating and supporting an innovative, robust and cost-effective information technology environment throughout the campus with services, programs, and infrastructure that enhance the ability of the UCR community to achieve excellence in teaching, research, public service, and patient treatment missions. S/He provides oversight and management for all aspects of information and telecommunication technologies, resources and program. The AVC/CIO works in close collaboration with senior leaders to provide UCR with the vision and leadership to plan, develop, implement and support information systems, resources and services to advance its educational, scholarly research and administrative functions.

The AVC/CIO is also responsible for long-range direction, design, acquisition, management and implementation of a campus-wide information technology infrastructure and strategy. Maintains technology standards for the organization and directs the activities necessary to keep the technology infrastructure running seamlessly and effectively while ensuring compliance with established standards and policies.

The incumbent in this position reports directly to the Provost and Executive Vice Chancellor and works in concert with senior administrative and academic leaders of UCR to provide strategy and policy leadership in creating world-class utilization of technology—essential for achieving the goals of the UCR *Path to Preeminence*; to ensure appropriate return on investment; and to assess progress towards university strategic goals and objectives.

The incumbent will engage and coordinate with peers within the UC system and participate in several committees relating to IT, educational technologies, research computing, the library, accessibility, as well as with peer research AVC/CIOs within California, through CENIC (Corporation for Education Networking Initiatives in California) and nationally, through active involvement in national IT higher education associations.
Key Relationships
Reports to: Provost and Executive Vice Chancellor

Major Responsibilities

The Chief Information Officer will:

- Oversee an operating budget of $27 million and manage ~150 FTE’s that support the business operations and research of UCR
- Create a high performance team, ensuring information and ideas flow freely across teams and empowering team members to pursue excellence and innovation
- Assess the current state (strengths, weaknesses, opportunities and threats) of information technology, resources (both financial and personnel) and investments in hardware and software at UCR
- Develops overall institutional IT strategy and provides overall leadership for the development and implementation of UCR-wide IT policies
- Initiates and ensures improvement of processes. Promotes effective campus-wide policies and processes that ensure the efficacy, reliability, security and interoperability of systems
- Chairs a variety of governance committees (administrative, faculty and student related) that provide guidance on IT priorities and IT investments, participate in UC systemwide governance committees
- Expand and enhance the campus cyberinfrastructure and capacity for high performance computing, including data, which is critically important for research excellence and for most effectively using the power of evolving technology for teaching and learning.
- Effectively partner with academic leadership and faculty to address the technological needs of pedagogy and with technological needs of research, including exploring innovative modes of investment in shared research technologies.
- Oversee core technologies such as identity management, middleware, cyber-safety, video, data, and voice services; maintain knowledge in these areas by working closely with colleagues within the campus and around the nation to stay on the cutting edge.
- Aligns overall IT spending with UCR strategic priorities and manages the centralized provision of services for students, faculty and staff including classroom and educational technologies, research computing, administrative computing systems to ensure UCR leverages its IT dollars effectively.

Key Leadership Competencies

- Visionary: A proven information technology leader who can demonstrate effectiveness in setting direction for the technology strategy for an organization and sees future opportunity. This individual
is then able to develop and implement innovative technology plans that advance the mission and reputation of the organization for which s/he works.

- **Collaborative**: This person can demonstrate the ability to work collaboratively, diplomatically and effectively in a shared governance environment and with faculty members from a range of disciplinary backgrounds.

- **Relationship Builder**: Smart, personable and collegial, this person has proven her/his ability to develop relationships with multiple constituencies both internal and external to an organization. S/he understands the value of building successful partnerships across an institution, with external stakeholders and within a university system.

- **Transparent and Persuasive Communicator**: Excellent communication skills with a demonstrated ability to listen to a variety of constituent groups, synthesize input, make decisions, and share information broadly in order to build consensus and support for action with a clearly articulated vision.

- **Skilled Manager**: Manages, coaches, and mentors team members. Assigns team members’ roles and accountabilities and fosters an environment of innovation, collaboration, commitment, and trust. Inspires, motivates, and guides team members, as well as sets and accomplishes challenging personal goals.

- **Strategic Business Planning**: Develops IT strategic plans that incorporate the University’s vision, direction, and culture; integrate IT initiatives with the needs of University functions; and respond to recognized issues and trends, including technological, product/service, market, competitive, global, economic, human resources, and political issues and trends.

**Experience & Education**

- Bachelor’s degree in related field or equivalent work experience.
- Well-balanced as both an experienced technologist and business operator.
- Experience implementing and maintaining software applications across a complex organizational structure, have managed an internal development team at some point
- Experience delivering basic IT support services to an organization of 3,000+ constituents.
- Higher education should be a passion or area of intellectual curiosity, but not a required work experience.
- Knowledge and desire to implement modern approaches to everything IT related (software selection, development methodologies, technical infrastructure, IT management, and IT service delivery)
- Ability to work in a large and complex environment.

For the full job description, minimum requirements, and to apply for this position, please visit the UCR Jobs Website ([www.jobs.ucr.edu](http://www.jobs.ucr.edu)).