



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

The Associate Vice Chancellor and Chief Information Officer (AVC/CIO) leads UCR's campus technology initiatives through appropriate support services, innovative programs, and robust infrastructure that empower the campus to achieve excellence in its teaching, research, public service and patient treatment missions. This forward-thinking, strategic executive reports to the Provost/Executive Vice Chancellor and leads the Information Technology Solutions (ITS) organization by engaging with senior campus administrators, faculty, staff and students through an integrated enterprise approach to workflow, process, data management, technology and culture. The AVC/CIO role encompasses three broad areas of responsibility: 1) steward multi-year strategic planning initiatives, including evaluation of innovative and emerging technologies; 2) serve as a campus advisor and strategic partner by fostering technical partnerships with UCR deans, faculty, vice chancellors and librarians in support of distributed computing initiatives; 3) provide leadership responsibility for a highly technical organization, including key matrixed relationships with campus units.

Our ideal candidate is someone who is well-balanced as both a technologist and a 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 required work experience. What is required is 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 IT opportunities 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 was 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 \$29M with ~140 IT FTEs distributed through campus. We are looking for someone to continue the work of the outgoing AVC/CIO who began the process of thoughtfully restructuring 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:

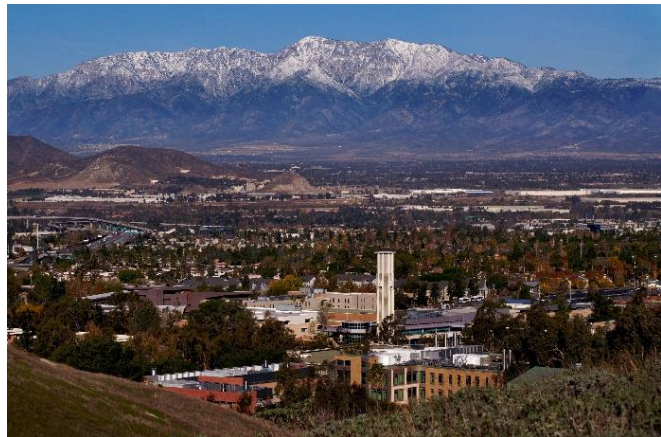
1. Evaluate and determine the appropriate level of centralization or decentralization amongst the current IT groups across campus. Work collaboratively with Colleges to create the appropriate reporting structure and drive accountability and adherence to the Office of the AVC/CIO policies.
2. Evaluate 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 UCRs

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
7. Provide ongoing support for UCR's 800+ websites and related audience-facing channels (e.g. dashboards).

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, 56% of undergraduates are first-generation, and 50% are low-income (Pell Grant recipients). We enroll more Pell Grant students than the entire Ivy League. Our 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 be ranked in the top 15 among public universities by both *Money Magazine* and



Washington Monthly, and #35 by *U.S. News*. Our campus also was ranked #1 nationally for social mobility by *U.S. News* and #2 nationally for financial aid by *Business Insider*. 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 campus date back to 1907 when, by an 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 a Fall 2019 enrollment of over 25,000 students, including nearly 3,500 graduate and professional students. UCR has nearly 1,200 instructional faculty, including 850 ladder rank faculty.

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 set out to attain the profile of institutions belonging to the Association of American Universities (AAU). We have made substantial progress towards achieving this goal and now compare favorably with several member campuses on AAU membership criteria.

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. We are one of only 29 public U.S. universities with at least one Nobel Prize winner on the faculty. 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.

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; the Graduate School of Education; a community-focused School of Medicine; and a School of Public Policy. UC Riverside offers bachelor degree programs in over 100 majors, 57 Master's degree programs, and 45 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. The incumbent provides oversight and management for all aspects of information and telecommunication technologies, resources and programs. 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 the 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; to ensure appropriate return on investment, and to assess progress towards university strategic goals and objectives.

The AVC/CIO 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 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.

Key Leadership Competencies

- **Visionary:** A proven information technology leader who can demonstrate effectiveness in setting the direction for the technology strategy for an organization and sees future opportunities. This individual is then able to develop and implement innovative technology plans that advance the mission and reputation of the organization.
- **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 their ability to develop relationships with multiple constituencies both internal and external to an organization. They understand 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; integrates IT initiatives with the needs of University functions; and responds to recognized issues and trends, including technological, product/service, market, competitive, global, economic, human resources, and political issues and trends.

Key Responsibilities

The AVC/CIO will:

- Oversee an operating budget of \$29 million and manage ~140 FTEs 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. Responsible for planning for and aligning campus IT and communication resources in support of the University's teaching, research, and public service missions.
- Develop an overall institutional IT strategy and provide overall leadership for the development and implementation of UCR-wide IT policies.
- Initiate and ensure the 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 the technological needs of pedagogy and research, including exploring innovative modes of investment in shared research technologies.
- Oversees through subordinate managers the analysis of the needs of functional departments and helps to establish priorities for feasibility studies and systems design and implementation to develop new and/or modify information processing systems.
- Guide the creation and maintenance of a suite of cyberinfrastructures and services for researchers and campus labs/facilities.



- 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.
- Responsible for the successful deployment and management of various ERP systems, including financial (Oracle / People Soft), student (Banner), Human Resources (People Soft), and other systems (e.g. Cognos).
- Serve as a collaborative member of the campus leadership team, and advise the Provost and Chancellor on a wide range of issues related to the University's operation. Regularly consults with senior management on matters of significance.

Please view the full Associate Vice Chancellor and Chief Information Officer job description at [AVC/CIO Job description](#).

Experience & Education

- Bachelor's degree or equivalent combination of education and experience.
- Well-balanced as both an experienced technologist and business operator.
- Extensive and in-depth knowledge of Information Technology principles, theories, and concepts to manage functional area(s) and provide solutions.
- Experience implementing and maintaining software applications across a complex organizational structure have managed an internal development team at some point
- Experience working in a large and complex environment delivering effective IT support services to very large and complex networks.
- Higher education should be a passion or area of intellectual curiosity, but not 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).
- Excellent oral and written communication skills.

For the full minimum and preferred requirements and to apply for this position please visit [UCR Jobs Board - Associate Vice Chancellor and Chief Information Officer](#)

The University of California is an Equal Opportunity / Affirmative Action Employer with a strong institutional commitment to the achievement of excellence and diversity among its faculty and staff. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, or any other characteristic protected by law.