

# Job Description

Position Title: Chief Technology Officer

Job Family: Information Technology

Job Level: Director

FLSA Status: Exempt

Salary Grade: 11

## Position Summary:

The Chief Technology Officer (CTO) oversees the planning, implementation, and management of the College's technology infrastructure to ensure stable, efficient, and secure operations. This position directs core technology functions including networks, systems, cloud services, endpoint management, and campus support.. The CTO plans and coordinates strategic and operational activities that support mission-critical academic and administrative functions. The position ensures that technology initiatives align with institutional needs and improve overall service delivery.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Participates as a key member of the IT leadership team in the governance and strategic planning of the College's technology architecture.
2. Leads strategic and tactical technological planning for infrastructure and operations by overseeing system design, guiding project management efforts, prioritizing technology initiatives, and coordinating the evaluation and deployment of current and future technologies.
3. Formulates and deploys long-term strategic plans for acquiring and enabling efficient, secure, and cost-effective information processing and communication technologies, including modern cloud and networking solutions, and establishes technology standards consistent with the College's overall architectural design.
4. Formulates and deploys long-term strategic plans for acquiring and enabling efficient, secure, and cost-effective information processing technologies and information systems and establishes technology standards aligned with the College's architectural design.
5. Participates in the development and execution of an enterprise-wide disaster recovery and business continuity plan for all critical systems.
6. Authorizes and oversees the deployment, monitoring, maintenance, and support of all hardware and software across core infrastructure environments, including networks and inter-campus connectivity, modern networking architectures, systems, cloud platforms, endpoint devices, and telecommunications, and ensures effective endpoint management strategies across diverse computing environments.
7. Directs research on emerging technology solutions, stays current with industry developments, and collaborates with IT leadership to evaluate and integrate technologies that support institutional needs and new initiatives.

8. Evaluates technical changes to existing systems and manages the assessment, implementation, and lifecycle oversight of new systems to ensure compatibility, stability, and alignment with institutional technology standards.
9. Contributes to the planning and administration of budgets for technology infrastructure and operations and ensures resources are allocated effectively and responsibly.
10. Benchmarks and analyzes IT infrastructure and systems, prepares detailed reports, recommends targeted improvements, and defines metrics, KPIs, and service-level standards to support reliable and scalable operations.
11. Develops and implements IT policies and procedures, ensuring alignment with institutional standards, regulatory requirements, and industry best practices, and leads the department in adopting and maintaining current IT standards and practices.
12. Directs the negotiation, administration, and compliance of vendor, outsourcer, and consultant contracts and service agreements related to infrastructure and operations.
13. Manages IT staffing for assigned departments, including recruitment, supervision, scheduling, professional development, evaluation, and disciplinary actions.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of computer and network operating systems
2. Knowledge of server administration, system security, and network design
3. Knowledge of project management principles, processes, and techniques
4. Skills in organization, coordination, and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Ability to adapt to a rapidly changing technical environment
8. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results
9. Ability to work independently as well as in a team environment

### **Supervision:**

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

## Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science, Information Systems, Business Administration, Management Information Systems (MIS), Information Technology, or a closely related field required.
- Master's degree in Computer Science, Information Systems, Information Technology, Management Information Systems (MIS), Business Administration with a technology emphasis, or a closely related field preferred.
- Five (5) to eight (8) years of progressively responsible, professional-level experience managing and/or directing complex IT infrastructure and operations environments required, preferably in a higher education setting.
- Eight plus (8+) years of related experience preferred.
- Three (3+) years of supervisory experience required.

### **Certifications (Preferred):**

- CISSP (Certified Information Systems Security Professional) certification highly desirable.
  - Advanced Cisco certifications (e.g., CCNP, CCIE) or equivalent networking certifications highly desirable.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### **Special Conditions of Employment:**

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours