Vice President and Chief Information Officer

California State University, Sacramento (Sacramento State) invites nominations, expressions of interest, and applications for the role of **Vice President and Chief Information Officer** (VP/CIO). We are seeking experienced information technology professionals who can provide visionary and innovative leadership for the Division of Information Resources & Technology and the entire University.

The University
As California's capital university, Sacramento State transforms lives by preparing students for leadership, service and success. Sacramento State is on a beautiful 300-acre, tree-lined campus adjacent to the American River, about five miles east of the state Capitol. Established in 1947, it is the seventh largest of the 23 campuses in the California State University system. With students, faculty and staff working at the convergence of knowledge, passion, innovation and real-world learning, Sacramento State offers a truly transformative educational experience to its more than 31,000 students—an experience enriched at every turn by the arts, culture, altruism, diversity, natural campus beauty, and a community committed to educational excellence and student success.

Sacramento State is a top regional four-year, comprehensive public university that offers programs in business, education, engineering, health, arts, humanities, public policy, and science; it is the place to "Redefine the Possible." Sacramento State alumni— one out of every 20-area residents—make up the heart of the region's workforce and some of its finest leaders who are driven to make a difference in their communities. Sacramento State received the prestigious Carnegie Classification for Community Engagement designation in 2020. As an Anchor University, Sacramento State aims to connect its students, faculty, and staff with the community and, in turn, help build and heal that community, achieving lasting solutions and improvements through inclusive civic engagement.

Sacramento State is committed to growing as a community and institution that influences and shapes public policy and service to advance and improve the region and the lives of all who live in it. From students' work at the Capitol and in their own neighborhoods, to research, creative activity, and community partnerships involving faculty and staff, to an administration dedicated to propelling the University into a new era, Sacramento State is the place to be to impact the future of the city, region, and state.

The University fosters ongoing partnerships with government agencies, non-profit organizations, elected officials, corporate and community leaders to advance state, local, and national issues and policies that benefit the University and the region and contribute to its economic development. Future movers and shakers throughout the region get their start at Sacramento State. The opportunities and internships – some of the very best in the country – are unlike those available anywhere else in the state, and students get hands-on experience to jump-start their careers in public service. The University is home to dedicated faculty who, in addition to

shaping the minds of the capital's next generation of leaders, play vital roles in regional and state issues and discourse. Faculty members are leaders in their fields and engaged members of the community, fueling discussion of the ways public policy affects the lives of the electorate while addressing economic, educational, cultural, and social issues facing the region and the state. To learn more about Sacramento State, please visit https://www.csus.edu/.

Sacramento
The history of the Sacramento area, and the people, is rich in heritage, culture and tradition. This area was, and still is, the Tribal land of the Nisenan people. Sacramento was a gathering place for many local Tribes who have lived throughout the central valley and the foothills for generations and were the original stewards of this land. The tribes included the Southern Maidu people to the North, the Valley and Plains Miwok/ Me-Wuk people to the south of the American River, and the Patwin Wintun people to the west of the Sacramento River. We acknowledge that we are standing on the tribal lands of Sacramento's Indigenous people.

As the State Capitol of California, the 5th largest economy in the world, Sacramento is the 13th most diverse city in the United States and ranked fourth in the nation for ethnodiversity. According to WalletHub, Sacramento has grown into one of the most ethnically diverse and livable cities in the country, with a population of nearly 525,000. More than 1.5 million people live in Sacramento County. The region's mild Mediterranean climate produces hot summer days and cool nighttime Delta breezes. Winters are chilly and sometimes cloaked in the Central Valley's famed tule fog.

Sacramento, known as "the City of Trees," is a modern city with roots in the Wild West. It is California's capital and the seat of Sacramento County government. It lies in the heart of the rich agricultural Central Valley, which gives it a personality at once dynamic and laidback. It also lies at the confluence of two rivers: the 380-mile Sacramento River, California's longest river; and the American River, a popular spot for boating, fishing, rafting, and cooling off in the summer.

The Sacramento State campus is just minutes from the city's best restaurants, farm-to-fork eateries, and shopping areas. The campus is less than five miles from the State Capitol. The city of Sacramento offers a variety of museums to explore and a plethora of festivals to entertain you throughout the year. San Francisco, Northern California's wine country, the Sierra Nevada, Lake Tahoe, and historic Gold Rush towns are popular weekend destinations.

Campus Demographics
Sacramento State enrolls approximately 31,100 students, 24,888 of whom are full-time. The University is one of the most diverse universities in the western United States and a reflection of the region it serves. Sacramento State is designated as a Minority-Serving Institution (MSI), a Hispanic-Serving Institution (HSI) and an Asian American Native American Pacific Islander Serving Institution (AANAPISI). Roughly one third of undergraduate students are either low-income or first-generation students and more than one thousand veterans and their dependents are enrolled at Sacramento State. The diversity of the campus provides an incredibly rich learning environment for all students, faculty, and staff. Approximately 3,200 students live in the University's seven residence halls.

In October 2020, the American Association of State Colleges and Universities (AASCU) honored Sacramento State with the Excellence in Innovation Award, recognizing the University's successful strategy to increase graduation rates and reduce achievement gaps.

Athletics

The Sacramento State "Hornets" compete in the NCAA Division I with 21 intercollegiate athletic teams. All the Hornets Varsity teams represent Sacramento State in the Big Sky Conference with the exception of baseball that competes in the Western Athletic Conference, gymnastics that competes in the Mountain Pacific Sports Federation, rowing in the American Athletic Conference, and women's beach volleyball & men's soccer in the Big West Conference. As one of the most visible arms of the University, Athletics raises recognition and generates pride among current and prospective students, alumni and the local community while advancing the University's mission, contributing to the lives of students and improving the quality of life in the Sacramento region.

Information Resources & Technology

The Division of Information Resources & Technology (IRT), guided by the University mission and campus imperatives, partners across campus divisions to provide specialty support for the essential academic, business, and operational needs of the campus community. IRT helps to transform the Sacramento State experience for all faculty, staff, and students the following departments:

Academic Technology Center

The IRT Academic Technology Center (ATC) team provides faculty-focused support of instructional technologies across a variety of course designs - including face-to-face, hybrid, hybrid-flexible, and blended teaching styles. Additionally, their leadership of Universal Design for Learning (UDL) best practices and the Accessible Technology Initiative (ATI) is helping to innovate and ensure that course materials are accessible by learners of all abilities.

Information Security

Protecting campus with every click! From malware, cyberattacks, phishing attempts or other malicious online schemes, the IRT Information Security team monitors, educates, and works to protect the Sacramento State community 24/7.

IRT Information Security is committed to ensuring that the University's network, data, and information systems are secure and compliant by empowering the campus community with best practices to lock down devices, identify and report phishing attacks, and taking the steps necessary to make sure that all campus systems are safeguarded.

Service Desk

The Service Desk is designed to serve students, faculty, and staff to address day-to-day information technology needs by providing general support, offering student online technology resources and online teaching resources for faculty as well as classroom support, setting up accounts, and VPN access, to name a few. The Service Desk also manages the PrintSmart for student printing program and the management print program for campus departments.

Desktop Services

The Desktop services group offers comprehensive endpoint device management, keeping more than 7,000 campus devices up-to-date and secure. The team also develops the standard images for faculty/staff and computer labs, organizes procurement for university endpoint refresh and ensures secure device decommissioning.

Campus Applications
The Campus Applications Team (CAT) provides technical support for campus-wide systems such as: Astra Schedule, One Card, Microsoft SQL Server, Oracle, StarRez, Symplicity Advocate, and multiple University Advancement Philanthropic and Alumni systems. CAT also provides primary application support and development for campus-wide document imaging and workflow solutions such as OnBase and Docusign. The team creates and supports integrations between many campus applications and CMS using GoAnywhere and other development tools.

Enterprise Systems
The IRT Enterprise Systems Team provides software development support and serves as a primary technical resource for the University Enterprise Resource Planning (ERP) systems. Powered by Oracle PeopleSoft, the Common Management System (CMS) is the official system of record for student, human resources, and financial information.

Learning Space Services
The Learning Space Services group offers comprehensive classroom technology design and support for over 450 instructional spaces. The team leads to the classroom refresh plan for the university and provides training and consultation on classroom technology use.

Networking & Infrastructure
The Networking & Infrastructure Services team ensures the campus is connected and secure by powering campus internet and telecommunications, supporting the system health of critical resources, monitoring data backups and storage, and ensuring compliant security and performance requirements are met. This department oversees network service management, wi-fi management, device connectivity, utility marking, backup systems, server administration, and the campus official wireless network, eduroam. To keep the campus securely connected, this department supports over 1,600+ Wi-Fi access points, offers guest and event access, continues to upgrade buildings and structures to Wi-Fi 6 speed, as well as expanding Wi-Fi coverage to meet the growing needs of the campus community.

Operating Systems and Support
The IRT Operating Systems and Support (OSS) Team deploys, maintains, and supports critical IT infrastructure for the campus. The team supports server virtualization, Email and Office 365, Active Directory Management, Load Balancing and Redirection, Data Backup and Restoration, Application and System monitoring, PKI Certificate Issuance, File Share services and Identity Management lifecycle. In addition, the OSS team is responsible for server standards and deployments, along with providing top-tier server operating system support for campus Microsoft Windows and Red Hat Linux systems.

Project Management
The Project Management Office (PMO) and the IRT Advisory Board partners and collaborates with University divisions to deliver strategic, technology-focused projects. The PMO Team delivers value through comprehensive academic and business needs analysis, standardized processes, and employing best practices to deliver quality technology projects within budget and on time. Collaboration with the IRT Information Security Team also ensures that campus technology project requests receive a thorough security and accessibility review to support campus IT standards, as well as federal and state compliance requirements.

Web & Mobile

Web & Mobile Services manages all of Sacramento State's digital experiences, including the main Sac State website and My Sac State, the secure campus portal. Built upon the guiding principles of accessibility and inclusivity for all site visitors, the team strives to deliver an optimal experience for all Hornets with web content and Sac State campus event calendar management.

University Reporting & Data Services

The University Reporting & Data Warehouse Team supports academic research and business reporting needs with a variety of on-demand and custom metrics, reports and visualizations. This department is responsible for the University Reporting Catalog, providing easy access to the most frequently-used Cognos Analytics reports, Tableau dashboards, and secure data storage service, where both internal and external parties can share data for research and analysis.

The Division of Information Resources & Technology is engaged with the campus community and supports the following initiatives:

The Accessible Technology Initiative (ATI)

ATI Supports a range of technology tools, services, and resources to ensure a campus-wide standard of inclusion and accessibility for teaching and learning for all faculty, staff, and students. ATI focus areas include instructional materials, procurement, and web & mobile. The initiative also addresses accessibility best practices through Universal Design for Learning and creating web content accessibility guidelines. Sacramento State offers tools and resources to support all learning needs, such as screen readers, captioning services, and accessible pedagogy resources. The ATI Team offers dedicated consultation and evaluation of new classroom technologies to ensure compliance and effectiveness and provides accessible training resources to create accessible curriculum, emails, websites, and other learning materials.

Hyflex Classrooms

More than 450 campus classrooms, labs and informal spaces are equipped to support diverse pedagogies including in-person, hybrid, hyflex, and remote teaching modalities. CARES/HEERF grants totaling $8 million made it possible to upgrade campus classrooms with additional cameras and microphones, as well as recording, collaboration, and device options. The IRT Academic Technology and Learning Space Services teams are your go-to resources to explore and learn how to optimize these tech-forward spaces!

Universal Design for Learning

Universal Design for Learning (UDL) is a set of principles for curriculum development that give all individuals equal opportunities to learn. UDL provides a blueprint for creating instructional goals, methods, materials, and assessments that work for everyone - not a single, one-size-fits-all solution - but rather flexible approaches that can be customized and adjusted for individual needs. The UDL Program supports faculty adoption of best practices in designing accessible, inclusive courses. UDL is a way of thinking about teaching and learning that helps give all students an equal opportunity to succeed. This approach offers flexibility in how students access material, engage with it and show what they know.

The Position

The VP/CIO serves on the President's Cabinet, collaborating with the team to provide vision and leadership in the identification, prioritization, development and implementation of college-wide information systems and services, and to make recommendations on education technology programs and the associated infrastructure. The VP/CIO provides strategic direction for IT as it complements or directly impacts the University's academic, student and business strategies. The VP/CIO has executive responsibilities for the strategic planning, budget development, implementation, security, accessibility, compliance, and overall administration of the university's IT systems. The VP/CIO must be committed to successfully managing complex information technology resources, securing financial support for campus technology needs, and developing both internal and external partnerships to enhance academic and administrative information systems. The VP/CIO will support teaching, learning, scholarship, and project management operations, as well as engage students, staff and faculty in the use of technology for its learning success enhancement. In total, the VP/CIO oversees a budget of $17 million and motivates a team of 101+ talented full-time staff and student employees.

The VP/CIO will provide collaborative leadership for the Division in the following areas:

Strategic Management

- Provide strategic management and vision for innovative use of information technologies to support the academic and business functions of the University.
- Contribute to high-level strategic planning and decision making.
- Develop operating budgets that integrates technology (hardware and software) life cycle planning into long term and short-term budget projections.
- Advance use of data analytics in decision making and strategic planning.
- Track emerging technology trends, the higher education marketplace and the University strategy in order to prioritize and implement value-driven technology solutions.
- Establish the University's technology vision with collaboration with administration and faculty to provide leadership for developing and implementing academic, student, and administrative information technology initiatives.
- Provide leadership for the University's strategic direction, development and future growth as it pertains to technology.
- Implement security standards and protocols.
- Implement accessibility standards and protocols.

Partnership/Collaboration

- Serve as a member of IT governance groups and works closely with IT administrators from across the university to ensure coordinated, integrated and efficient delivery of IT-related operations and services for the entire university community.
- Develop close working relationships with faculty and students in developing the university supported technology requirements through collaboration and consultation.
- Collaborate with Academic Affairs on online learning and classroom and online technology.
- Increase the accessibility of technology to students.
- Build partnerships that support and enable college-specific technology or the timely processing of digital materials or equipment for instructional use.

Personnel/Business Administration
- Recruitment and retention of a diverse and representative IT staff.
- Manage the University's IT operations providing direct supervision of IT units. These organizations are responsible for understanding and developing technology solutions in support of campus community business needs and campus community business needs.
- Propose budgetary, resource capacity, and project plans to meet campus community technology needs.
- Provide managerial and technical expertise to develop policies, implement security standards and protocols, implement and oversee large-scale enterprise projects, and deploy technology in support of teaching and learning initiatives.

Opportunities and Challenges

The successful VP/CIO candidate will be expected to address the following opportunities and challenges:

- **Lead the IRT Division**
  Provide strategic leadership for aligning technology resources with the University's academic and business needs as well as providing leadership in addressing ongoing challenges and opportunities related to funding, integrating and managing technology resources, and achieving optimal institution-wide efficiencies and synergies.

- **Be a Partner across Campus**
  The next VP/CIO will seek input from stakeholders and ensure smooth adoption of new technologies, processes, and IRT plans. As a partner, IRT will have an opportunity to engage with and support faculty research and expand the role of technology in academic operations while supporting students by providing tools that empower them to learn and that give them equal opportunity to succeed. The VP/CIO will align the IRT Division to fully support current and future initiatives.

- **Promote Exceptional Customer Service**
  The VP/CIO will mentor and support a team committed to offering exceptional customer-service aimed at high-quality interaction that produces measurable results. The IRT team will embrace a solutions-service environment, maximize automation while ensuring there are avenues for direct interaction with students, faculty and staff.

- **Embrace Emerging Information Technology Trends**
  The VP/CIO will evaluate trends and prioritize investment opportunities, make recommendations to senior University leadership and lead the continuous enhancement of the University's systems and processes. IRT will lead a digital transformation to better deliver services related to cybersecurity, student information privacy, data analytics, artificial intelligence, and remote work/instruction models.

- **Support a Climate of Diversity/Equity/Inclusion and Accessibility**
  In line with the campus Antiracism & Inclusive Campus Plan, ensuring that DEI and access is a foundational component of internal IRT operations and IRT functions across campus. Through different university-wide initiatives, the VP/CIO will have a leadership role incorporating Inclusive IRT services and functions across all academic and all administrative units and provide flexible approaches that can be customized and adjusted for individual and institutional needs.

- **Manage IRT Talent**
  The next VP/CIO will have an opportunity to foster a team environment conducive to the hiring, retention, and professional/technical development of staff. The next VP/CIO must be willing to invest in the professional growth, development and retention of IRT staff in an effort to maximize their potential and contributions to the University.

- **Optimize Systems and Infrastructure**
  The VP/CIO will provide an effective, comprehensive and secure technology infrastructure to deliver the highest quality information technology services in support of the University's mission. The VP/CIO will leverage University resources and those of the California State University System to ensure the acquisition and upgrades of the entire information technology enterprise.

Requirements

The VP/CIO must be an experienced and collaborative information technology leader with a proven track record of working across different functional areas and establishing operational best practices. The ideal candidate will have:

Required Qualifications

- Master's degree from an accredited university is required however, years of relevant work experience may substitute for education requirement.
- Five (5) years of progressive experience in a collaborative senior IT leadership role in a large complex organization.
- Experience in leading IT strategic planning, complex budgeting, and personnel management.
- Record of successfully managing complex projects, technology innovation, and maintenance projects with multiple stakeholders.
- Experience engaging diverse stakeholder groups to set IT priorities, plan services, and develop policies.

Preferred Qualifications

- A Master's or Doctoral degree in information technology or related field from an accredited university.
- Ten (10) or more years of senior IT leadership experience within higher education institutions.
- Experience developing a strategy to recruit and retain a high performing staff with appropriate technical and non-technical competencies in a union environment.
- Experience supporting a broad range of information services and systems within an academic institution.
- Experience in working with and establishing external partnerships with information technology vendors and local community organizations.
- Experience leveraging technology to achieve the most effective and efficient solutions to support teaching, student learning (both online and in classroom) and efficient business processes.
- Experience deploying technologies to further the University's student success strategies including reducing the time to graduation.
- Experience assessing, prioritizing, and mitigating information security risks and devising strategies to prevent and recover from disasters.

Knowledge, Skills, Abilities
- Demonstrate strategic vision, anticipate future trends and incorporate knowledge of successful applications of information technology to ensure information technology efforts align with campus-wide goals.
- Knowledge of leading IT practices in service management, resource management and project management.
- Knowledge of current and emerging technologies relevant to higher education in general and student success in particular.
- Broad technical expertise across IT disciplines.
- Effective collaborative leadership style that incorporates organizational, analytical and decision-making skills with strong change management, project management, and team building skills.
- Excellent communication skills, oral and written, and the ability to convey technically complex information and concepts in accessible terms.
- Strong interpersonal skills, including the ability to use diplomacy, inclusion, and consensus to inform the decision-making process.
- A history of serving as a visible leader who welcomes direct engagement and interaction with the ability to inspire and motivate teams;
- Strong financial management skills including ability to manage complex budgets with multiple funds sources including experience developing revenue streams through grants and corporate partnerships
- Customer service skills and proven commitment to promoting and maintaining a service-oriented culture.
- Demonstrated ability to create a positive team environment and lead, motivate, and develop staff.
- Demonstrated commitment to inclusive excellence, diversity and collaborative leadership.
- Ability to establish effective working relationships in a diverse environment that embraces a strong model of shared governance.
- Demonstrated ability to understand the structure, operations, strategic objectives, regulatory issues and cultural environment of academia.

Application / Nomination Process

Review of applications, nominations, and expressions of interest will begin in July and continue until an appointment is made. Applicants must submit: a current resume or curriculum vitae, a cover letter describing relevant experience and interest in the position, and a one-page diversity statement. Nomination letters should include contact information for the nominee. All applications and nominations will be handled in confidence.

Applications and letters of nomination should be submitted by email to:

Alberto Pimentel, Managing Partner
Emy Cruz, Partner
Email: apsearch@spaexec.com
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6512 Painter Avenue, Whittier, CA 90601
Refer to code: **SacState-VPCIO** in subject line