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Vice President for Information Management and Technology

Position Specification

May 2018

UTSA®
The University of Texas
at San Antonio™

Position Specification

Role Specifics	
Position	Vice President for Information Management and Technology
University	The University of Texas at San Antonio
Location	1 UTSA Circle, San Antonio, TX 78249-3209
Reporting Relationship	Reports to the University President
Website	http://www.utsa.edu/

University Background

The University of Texas at San Antonio (UTSA) is a leading urban-serving university specializing in health, cybersecurity, energy sustainability, and human and social development. With nearly 31,000 students, it is the largest university in the San Antonio metropolitan region. San Antonio is the 7th largest city in the United States with a thriving economy based on tourism, the military, health care, and high tech. It is recognized worldwide as the home of The Alamo and the Riverwalk. In 2018, San Antonio celebrates the 300th anniversary of its founding by Spanish missionaries.

UTSA advances knowledge through research and discovery, teaching and learning, community engagement and public service. It is a Hispanic Serving Institution (HSI) of learning and discovery advancing to recognition as a world-class research enterprise. The university embraces multicultural traditions and serves as a center for intellectual and creative resources as well as a catalyst for socioeconomic development and the commercialization of intellectual property—for Texas, the nation and the world. As part of President Taylor Eighmy's vision to make UTSA San Antonio's university of the future, the university is defining and executing strategies leading to National Research University Fund (NRUF) eligibility and an R1 (highest research activity) classification from the Carnegie Commission.

UTSA is one of the top four young universities in the nation according to Times Higher Education, has been named the Number 1 Hispanic Serving Institution in the nation by Bloomberg Businessweek, and has the Number 1 cybersecurity program in the nation according to a survey by Ponemon Institute. UTSA is ranked one of the "Best of the Best" U.S. universities for minorities, veterans, females, people with disabilities and the LGBT population. It is among an elite group of U.S. universities to earn the Carnegie Foundation's Community Engagement Classification.

The Opportunity

The Vice President for Information Management and Technology (VPIMT) will report to the President of the University and be a significant part of the executive leadership team. This opportunity transcends the traditional Information technology model and requires a strong leader and visionary to focus on driving the overall IT strategy and transformation for one of the premier educational institutions in Texas.

The VPIMT has responsibility for the university's overall technology environment, including critical IT enablement for research and teaching activities of faculty and students, oversight of all information applications and infrastructure related to administrative information technology, information security and the integrity of all components of the environment and its data, and broad technical support for faculty, staff and students. This individual will also serve as the school's chief information systems liaison and collaborator with University leaders. The VPIMT's focus will be to provide campus-wide IT strategies and services that will contribute to the success of the University as an intellectual community and facilitate pre-eminence in research, teaching, and service.

UTSA seeks an exceptional leader with demonstrable success in both IT leadership as well as IT organizational transformation. The VPIMT will build trust and credibility through delivery, demonstrating commitment to operational excellence and customer service to the variety of constituencies and establishing the appropriate operating principals and financial models for computing and technology.

Key Responsibilities

Reporting to the President, the VPIMT is responsible for leading and delivering the following essential functions:

- Create the institution's vision for information infrastructure and systems technology with emphasis on integrating information management systems for operational efficiency and institutional effectiveness, leading strategic and operational planning to achieve organizational goals by fostering innovation, prioritizing initiatives, and coordinating the evaluation, deployment, and management of current and future IT initiatives across the University.
- Use leadership presence and collaboration skills to advise the President on relevant matters regarding technology services and participate in strategic and operational governance processes as a member of the President's Senior Leadership Team.
- Oversee the Biennial Operating Plan (BOP) preparation, subject to instructions from the Legislative Budget Board (LBB)
- Establish and support opportunities for IT infrastructure, advancing economical cloud-based information storage and processing systems, to be utilized seamlessly by faculty, administrators, and students across the campus, while balancing cyber security and compliance needs across the institution.
- Sponsor and direct all aspects of the university's enterprise infrastructure services, successfully delivering complex initiatives according to anticipated timelines.
- Define and communicate business case justifications and cost/benefit analyses for IT spending and initiatives; review formulation of project definitions showing project objectives and information system requirements.
- Guide and advise all decisions related to new products and services, including new capabilities definition/implementation, strategic partnerships, and acquisitions.
- Evaluate the allocation of IT resources – people, projects and technology – that are managed centrally and distributed in departments; prepare and recommend a plan for the most appropriate structure and allocation of resources for serving the IT needs of the institution.
- Foster operational efficiency and innovation throughout the university, working in a consultative fashion with faculty, staff, students, and leadership to leverage technology to support research, teaching, service, and administrative functions.
- Partner with the Information Security Operations Officer(ISOO) to implement appropriate IT security and compliance controls to ensure sensitive data and critical IT infrastructure are protected.
- Ensure infrastructure meets performance, redundancy, resiliency, scalability, and disaster recovery best practices, standards, and requirements for all UTSA stakeholders.
- Review hardware/software acquisition, maintenance contracts, and master agreements to capitalize on cost effective measures while aligning them with institutional goals.
- Establish clear goals and performance objectives for the IT Leaders while rewarding results, initiative, discipline, dedication, and technical excellence.
- Manage the university's portfolio of IT projects. This includes facilitating the planning and the prioritization of complex IT services that are typically university enterprise-wide efforts.

- Provide high quality, significant incident response and resolution, inclusive of understanding and communicating system dependencies and impact of outages and service degradations.
- Identify and develop key performance indicators (KPI), create and analyze reports including but not limited to: performance of contracted resources, measured network uptimes, and completion of helpdesk tickets as defined by the service level agreements (SLA).
- Ensure all systems and procedures are in place and properly documented to allow the organization to meet Recovery Time Objective (RTO) expectations. Serve as a key member on the Business Continuity and Disaster Recovery Steering Committee.
- Develop, track, and administer the rolling operating and capital technology budgets by managing expenditures in fidelity to the budget process and approved budgets, including new capital purchases, outlays for consultants or programming, refreshes to existing infrastructure, and depreciation costs.
- Lead technical reviews of products and solutions for compatibility or integration with present environment and architecture.
- Manage third-party partners and find opportunities to leverage partnerships with vendors. Build, develop, and grow business relationships vital to the success of projects. Ensure vendors are aware of project expectations, holding them accountable to work standards, timelines, and budgets. Maintain awareness of contractual obligations and expectations of the vendor and of the organization.
- Ensure infrastructure services roadmaps are maintained, communicated, and included in five -year financial and operational forecasts.
- Actively mentor and coach IT leaders, executive directors, directors, managers, and staff.
- Partner with university leadership and stakeholders to establish appropriate funding models that drive desired use of university-provided infrastructure for achieving mission-critical institutional goals, as well as security, compliance, and cost requirements.
- Monitor IT trends, innovations, and best practices inside and outside the university and share relevant information with key internal stakeholders.
- Oversee the recruitment, development, retention and organization of all Office of Information Technology (OIT) staff in accordance with budgetary objectives and personnel policies.
- Drive a culture of operational effectiveness to enhance the capacity for research and development (R&D) and pilot new services.

Leadership and Culture

- **Innovator -** entrepreneurial in thinking, planning, and implementation. Showcases proven analytical and problem-solving ability, particularly as it pertains to architecture, design, application development and support, infrastructure optimization and data analytics.
- **Communicator -** Communicates consistently and transparently…early and often. Seeks to understand the needs, feelings and capabilities of others. Is tactful, honest, and treats others with respect.

- **Catalyst for Change -** Adapts, evolves and transforms through thoughtful experimentation and continuous learning. Seeks out opportunities to differentiate UTSA and offer the highest level of value.
- **Collaborator -** Works with teams to deliver on UTSA's vision and shared goals. Finds common ground with a wide range of stakeholders. Seeks the mutually beneficial solution for all constituencies.
- **Results Driven -** Leads by setting challenging goals and aligning team members to them. Owns and delivers results. Tracks and validates accomplishments using appropriate metrics.
- **Talent Developer -** Motivates and guides others to reach personal and organizational goals. Coaches, mentors and challenges in a way that inspires people to reach their full potential.

Year One Critical Success Factors

- Advance OIT's position as a valued business partner. Establish strong relationships with academic, business, and research partners, vendors, and internal staff to build confidence for the information technology department. The goal would be to rebrand IT to focus on the needs of the departments and help meet university objectives.
- Review and assess the OIT organization, staff, vendors, applications, and infrastructure to identify requirements for an upgrade roadmap.
- Enhance the existing infrastructure by identifying problem areas or gaps and making the corrections required for stability and performance.
- Formulate a customer centric vision and strategy by producing and communicating 3-year technology roadmap that optimizes cost while providing a stable, scalable, flexible infrastructure and applications to meet growing demands of the university.

Professional Experience / Qualifications

- Bachelor's Degree from an accredited institution in a related field and 15+ years of experience in technology management.
- Ten years in senior leadership role, (e.g., CTO, CIO, or executive director).
- Expertise in systems design and implementation, including web-based systems, networking and storage methodologies, data analytics, voice and data communications technologies, systems administration, technical control methodologies, portfolio and resource management.
- Strong track record of introducing best practices / (Information Technology Infrastructure Library) ITIL methodologies for infrastructure and service delivery projects. Able to combine rigor and discipline with a pragmatic approach to delivering cost effective solutions in a demanding timeframe.
- Current knowledge in technology infrastructure and delivery methods, system development and documentation standards, service delivery models, and project management techniques.
- Proficient in technology assessments and building digital and infrastructure roadmaps.

- Experience working with internal advisory committees of constituents who are users of the services provided; outstanding skills in the development of business cases; demonstrated success in strategic investment planning and implementation.
- Proficient working in a position that requires a high degree of customer service skills and a proven commitment to promoting and maintaining a service-oriented culture.
- Ability to think and act strategically, proactively, and with exceptional judgement.
- Excellent communication skills including the ability to clearly communicate complicated technical topics to non-technical audiences, and ability to inspire and motivate all levels of staff.

Education and Experience

- Bachelor's Degree from an accredited institution in Information Technology, Information Systems, Information Management, Computer Science, or similar discipline.

Preferred:

- Master's Degree in related field with 15+ years of experience in technology management at a major institution or private organization.
- PMP Certification (Project Management Professional)
- ITIL Certification (Information Technology Infrastructure Library)

Application Process

The VPIMT Search Committee at The University of Texas San Antonio invites qualified nominations, expressions of interest, and applications (letter of interest and résumé/CV) to be submitted to Korn Ferry, the search firm assisting the University. All nominations and applications can be submitted until the end of the day July 27. Review of materials will begin immediately and continue until the end of the day July 27. Nominations and applications should be sent by email to **utsavpimt@kornferry.com.**

Korn Ferry Contacts

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