



East Carolina University



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An Invitation to Apply: Chief Information Officer (CIO)

THE SEARCH

East Carolina University (ECU) seeks applicants and nominations for the position of Associate Vice Chancellor / Chief Information Officer (CIO). ECU¹, a constituent institution of the University of North Carolina (UNC), is the fastest growing university in the nationally renowned UNC system. Sustained enrollment is expected to grow from 27,654 students to approximately 37,000 students within the next ten years. A doctoral intensive university, ECU's 12 colleges and schools, with their 1,782 faculty members, offer 104 bachelor's degree programs, 95 graduate degree programs including 19 doctoral programs, 2 first professional degree programs [MD, Doctor of Medical Dentistry (DMD), first class to be admitted in 2011] and 74 certificate programs. Also, ECU has the largest Distance Education (DE) operation of any institution in the UNC system.

East Carolina University offers an excellent quality of life. The University is located in Greenville, NC, the educational, commercial, medical and cultural center of the state's historic coastal plain. The city/county population is approximately 140,000 (70,000 city). The area is approximately midway between the metropolitan Raleigh-Durham area and the beautiful Outer Banks.

ECU Information Technology and Computer Services (ITCS) has been described as a team that is innovative, adaptable, service oriented, progressive and well-respected for its accomplishments and support of ECU. A few key examples include:

- A highly centralized staff which works in unison with ECU's departments and units.
- A *ComputerWorld* Laureate award was given to ECU for its "green IT" strategies.
- Nearly 350 technology - enhanced classrooms equipped with a range of technologies such as laptops, projectors and screens, touch-screen panels, and symposiums, including high definition video conferencing and video - recording capabilities which are currently being integrated into some technology-enhanced classrooms.

¹ More information about ECU, including many aspects relevant to the CIO position, is available through the campus website www.ecu.edu.

- In one year, over 1,250 course presentations were captured and streamed using *Mediasite* —and viewed 30,270 times.
- Security awareness with 567 analog and IP security cameras campus wide.
- Expansive wireless coverage with more than 627 access points campus wide.
- A tiered storage model, increasing total storage capacity to approximately half a petabyte.
- ECU has implemented a full - featured emergency notifications system. In addition, ECU is expanding its Outdoor Emergency Notification Center.
- ECU's *Blackboard* environment now runs the largest *Blackboard* system of all the UNC campuses with nearly 90,000 credit hours delivered each year.

The CIO is the senior administrator responsible for all computing, systems and services, and telecommunications functions within the University, including the Health Sciences Campus, the Brody School of Medicine's clinical facilities and the new School of Dental Medicine. The CIO ensures that the information technology (IT) infrastructure and services are integrated into and meet the needs of the business and academic functions of the campus while providing the IT vision for and coordination with the University's strategic goals. The infrastructure and services are provided centrally through the Information Technology and Computing Services (ITCS) department² and its approximately 185 staff.

The CIO's management and service delivery team consists of six experienced directors:

- Chief Technology Officer (CTO)
- Director of Software Development Services and Associate CIO
- Director of Networking Services who also coordinates with the CTO
- Director of Information Technology (IT) Security
- Director of Finance and Planning
- Director of Administrative Support Services

The CIO reports to the Vice Chancellor for Administration and Finance, but works freely administratively and strategically with other Vice Chancellors and campus leadership as needs and strategies arise. The CIO chairs the Information Resources Coordinating Council (IRCC), which is a representative faculty/staff group. The CIO is also a member of the Deans and Directors Group, the Research IT Committee, the Faculty IT Review Committee, the Clinical Information Systems Steering Committee and the University Health System (UHS) HealthSpan/IT Executive Committee. With overlapping network areas and clinical support duties and shared email address books, the CIO also works closely with the UHS's CIO³. Quarterly meetings are scheduled with the Chancellor's Executive Council for the CIO to engage with senior management on the alignment of IT with the university's strategic goals.

² More information about ITCS can be found at <http://www.ecu.edu/itcs/>

³ It should be noted that despite the name UHS, ECU does not own UHS or its hospital(s), nor is there a reporting relationship between UHS's CIO and ECU's CIO. However, the electronic medical record systems run between ECU and UHS to support clinical care and the training of healthcare professionals, so the relationship between the two CIOs and their respective departments is important.

As ECU is a member of the sixteen-campus UNC system, the CIO is also a member of the UNC CIO Group which meets monthly. He/she also is a representative for the Brody School of Medicine on the North Carolina Healthcare Information and Communication Alliance (NCHICA) Board of Directors. Other state and national involvements and leadership roles are expected.

The executive search firm, *The Hollander Group* (<http://www.thehollandergroup.net>), has been selected to assist the search committee in its efforts for this recruitment.

KEY QUALIFICATIONS

The ideal candidate will possess the following qualifications and professional experience.

- Master's or doctoral degree in a relevant discipline preferred.
- Proven track record of success in leading a complex, diverse information technology enterprise.
- Work history that demonstrates progressively responsible leadership roles within the information technology field.
- Expertise regarding existing and emerging technologies together with a proven ability to assess their appropriateness and harness them for use in university projects.
- Effective managerial, interpersonal and communication skills and a demonstrated commitment to integrity, transparency, accountability, collaboration and teamwork.
- Proven ability to proactively formulate a vision for information technology at ECU and advocate for and garner resources for that vision.

RESPONSIBILITIES OF THE POSITION

With the support of the Vice Chancellor for Administration and Finance, responsibilities include, but are not limited to:

1. Ensuring the excellence of the university's IT programs and systems.
2. Ensuring that the university's budgetary and administrative processes support the aligning IT services with the university's strategic plans and goals with industry-standard efficiency and cost-saving methods.
3. Delivering IT services in a collaborative, communicative manner that achieves the highest levels of customer satisfaction (e.g., faculty, deans, students, staff, senior officers, clinicians, external constituencies), infrastructure reliability and security, timely attention to customer needs and supports the university's mission.
4. Setting priorities in a collaborative, cross-campus manner.
5. Coordinating, as appropriate, with counterparts and associates at the UNC system, state and community levels.
6. Providing IT leadership for the university community.
7. IT programs and systems identified in ECU's strategic plan.
8. Ensuring effective resource allocations in support of IT programs and systems to achieve the mission of the university.

9. Interacting with counterparts at other universities within the UNC system and at UNC General Administration (UNCGA) to represent ECU viewpoints on system-wide policies, procedures, services and programs.
10. Sustaining and integrating with the university's information technology infrastructure – particularly key areas such as facilities, learning resources, academic library, services and clinical environments – in order to provide critical support to academic programs.
11. Providing information technology leadership in and advocacy for ECU's Distance Education (DE) programs.
12. Preparing documents, as appropriate, including an annual written report of accomplishments, strategic initiatives and cost saving efforts and outcomes to be delivered to the university's Board of Trustees in their July meeting.

CHARACTERISTICS OF THE IDEAL CANDIDATE

The successful candidate will be an outstanding information technology leader for a research-intensive university with a record of excellence and a motto "to serve." In addition, the following leadership characteristics as specified by the Chancellor for all senior administrators are essential.

A. Character and Integrity

- High integrity, honesty, trustworthiness.
- Direct, open and clear in communications.
- Understands, practices and cultivates responsibility and accountability.
- Self-awareness: understanding of personal strengths and weaknesses.
- Continuously seeks to learn and develop.

B. Team Behaviors

- Builds high performance teams.
- Strong in building relationships and empowerment.
- Motivates others to achieve excellence in performance and results.
- Celebrates success and learns from failures.
- Collaborative: an effective and reliable partner.
- Excellent active listening skills.

C. Organizational Competencies

- Capacity to proactively formulate and articulate a vision for IT at ECU, and advocate for and garner resources for that vision.
- Results-oriented: capacity to focus on outcomes for the organization as a whole.
- Capacity to use different leadership styles depending on context and opportunity.
- Institutional loyalty with a track record illustrating diverse and sustained service excellence.
- Employ a budget/funding model for ITCS that achieves the university's IT goals in a manner that leverages opportunities and accommodates the realities of constrained financial resources.
- Ability to work institutionally in a matrixed manner.

TO APPLY:

Review of candidates will begin immediately and will continue until the position is filled. Applications - comprising cover letter and curriculum vita - must be made online in strict confidence via the *PeopleAdmin* system using the “Jobs at ECU” link at www.ecu.edu. Requests for additional information and nominations for the position should be directed to:

Clifford R. Hollander, PhD or Sharon M. Flynn Hollander

info@thehollandergroup.net

Phone: 202-486-9097

<http://www.thehollandergroup.net>

East Carolina University is an equal opportunity/affirmative action employer and encourages a diverse pool of candidates for this search.

East Carolina University – Tomorrow Starts Here.

EAST CAROLINA UNIVERSITY

In 1907 East Carolina University was chartered to alleviate a shortage of teachers in the eastern part of the state. From this modest beginning as a teacher training school, ECU has grown to become an emerging, national research university and continues to supply the nation with some of its best leaders and offer programs of high distinction in areas such as health, education, business, liberal arts and sciences, and the fine and performing arts. The university is an engine of economic development, a center for research and a vanguard within the UNC system.

Students

Total student enrollment at ECU in autumn 2009 was 27,654. Of these, 21,458 are undergraduates (18,266 degree-seeking full-time, 2,305 degree-seeking part-time) and 6,070 are enrolled in Distance Education (DE)-only courses. There are 5,892 graduate students and 304 medical students.

The student body brings together students from 45 states and the District of Columbia. Minority representation on campus is high with African Americans making up approximately 14% of the student body with roughly an additional 5% of the student body representing other minority groups. ECU is also home to 259 international students representing more than 49 countries. As ECU continues to grow, an increasing number of freshmen come to ECU from outside the state of North Carolina.

Faculty

The 1,782 faculty members at ECU are committed to teaching, research/creative activity and service with approximately 85 percent of faculty members holding terminal degrees. The faculty are strongly committed to and involved in the university’s system of shared governance. ECU is committed to fostering small class size in order to promote interaction between faculty and students. Class size in undergraduate programs averages

24 students and ECU-wide the student-to-faculty ratio is approximately 20-to-1. Also noteworthy is that non-laboratory courses are taught almost entirely by faculty members.

Staff

ECU's faculty and students are supported by 3,561 administrative staff members.

DIVISION OF ADMINISTRATION AND FINANCE

The Division of Administration and Finance consists of the following units:

- Business Services
- Campus Operations
- Enterprise Risk Management
- Financial Services
- Human Resources
- Information Technology and Computing Services⁴
- Parking and Transportation Services
- Military Programs

⁴ The organization chart for the Information Technology and Computing Services unit is contained in Appendix A.

APPENDIX A: Information Technology and Computing Services (ITCS) Organization Chart

