Assistant Vice President and Chief Information Technology Officer (CITO)

As the organization’s chief IT visionary and strategist, the Assistant Vice President and Chief Information Technology Officer (CITO) will lead, inspire, develop, and manage a talented and engaged professional team with a wide range of responsibilities, knowledge, and experience. The CITO oversees the University of Arizona Foundation (UAF)’s technology staff, systems, and strategic plan. A key partner to the organization’s business, the CITO supports the goals of the University Development Program (UDP) to double fundraising in a variety of ways, including through automating inefficient processes, delivering systems to support the organization’s financial and digital platforms, facilitating integrations to enhance business use of information, exposing critical data for reporting and analysis, and maintaining stable, efficient, and secure IT systems such as the UAF’s central constituent relationship management (CRM) system. The CRM is an integral part of strategic development/fundraising activities, providing information for planning, relationship building, and accountability for enterprise-wide development through the UAF and UDP.

Essential Functions/Major Responsibilities:

1. Sets and owns technology strategy with and for the benefit of the organization
   - Understands organization’s mission and goals as well as the field of higher education philanthropy.
   - Understands modern technology and provides technology expertise for the organization.
   - Is knowledgeable regarding technology practices in higher education and at large charities, and networks with peers.
   - Establishes the technical goals and roadmaps to help the organization set a successful course.
   - Ensures technology approach is consistent with the organization’s culture.
   - Properly plans and oversees projects to insure that organizational readiness and buy-in is in place.
   - Leads and/or supports systems analysis and recommends actions to improve work flow, simplify operational reporting procedures, and improve performance standards.

2. Leads the IT department to meet business needs
   - Provides leadership and management of the IT team in accordance with the UDP Guiding Principles, goals, and mission.
   - Develops partnerships among IT, other UDP and UA operational functions, and end users, including support levels, communication, and culture and philosophy of technology support.
   - Collaborates with UAF/UDP executive and senior management to identify, recommend, develop, implement, and support strategic IT initiatives across all areas of the organization.
   - Establishes, monitors, and adjusts performance metrics to achieve organizational goals.
   - Drives a culture for IT to be a highly responsive, reliable, and service-oriented function, focused on professional growth and performance excellence in delivering strategic and operational services.
• Ensures delivery of development systems to UDP members (currently more than 250 team members) as well as additional campus partners.
• Oversees provision of desktop support to 150+ central UDP and UA Alumni Association staff.

3. Oversees IT budgeting and business planning
• Creates, maintains, and executes a 3-5 year strategic plan for IT, including planning for future workforce needs, mindful of the organization’s plan.
• Assesses organizational context and recommends annual IT investments as well as investments throughout the life of the plan.
• Thoroughly evaluates software and service investments, using RFP and RFI processes as appropriate, and includes stakeholders in technology decision-making.
• Identifies and manages consultants and vendors.
• Negotiates detailed contracts with an eye toward insuring desired outcomes.
• Is knowledgeable regarding nonprofit and higher education discounts and donation programs.

4. Provides leadership on security
• Leads the organizational strategy for information security audits, and IT documentation, ensuring security and other requirements are met by all Internet/Intranet systems, and application servers, file servers, local and wide area networks, and all infrastructure devices.
• Designs and implements an information security awareness program for staff and provides periodic security briefings to executive leadership.
• Advises leadership and makes logical business decisions about risk, taking into account both risk and reward.
• Collaborates with key units and leaders on compliance issues, including PCI, FOIA, and data privacy.
• Represents as needed with UA Security Council and oversees compliance with UA security protocols.
• Develops and oversees IT policies and procedures.

5. Develops partnerships
• Actively builds successful partnerships across the UDP, UA, and our industry.
• Serves as a technology subject matter expert within the organization, explaining complex technology concepts in non-technical language and articulating in clear and simple ways how the use of technology can help to achieve goals.
• Serves as a thought partner on technology for UDP business unit leaders and senior management.
• As needed, represents IT and the organization by serving on committees, task forces or groups concerning IT and information resource management issues, policies, standards, guidance, and practices.
• Partners with supervisor and HRTM to providing training and opportunities for IT to support UDP Strategic Plan and Guiding Principles.
• Performs other duties as assigned.
Interpersonal Contacts:
This position will work closely with Development Officers and their development staff, the University of Arizona Alumni Association, the University of Arizona Foundation, and University of Arizona colleges and departments in matters relating to information management and technology. This position will also work with outside vendors regarding software, hardware, database, and other information systems requirements, utilizing University of Arizona guidelines where applicable.

Job Skills & Abilities:
- Broad managerial and executive level responsibility for supporting the technology-related requirements of complex academic, private sector, public sector or non-profit environments as well as responsibility for technical implementation, management, strategy, and program leadership in the context of a rapidly evolving environment.
- A strategist with strong management, operational and planning experience and a proven track record of accomplishments in complex environments, infrastructure development and systems implementation. Proven track record of fostering collaboration and lasting partnerships.
- Ability to work effectively in a coordinating role across multiple constituencies; a strong, open and collaborative leadership style; a customer-service orientation with a focus on excellence; outstanding communication skills; and experience managing contracts with IT vendors.

Supervisory Responsibility:
The CITO manages IT staff and directly supervises the head of each IT division as well as the IT Coordinator. The CITO empowers IT staff by supporting and mentoring them in their work, establishing clear priorities and measurable goals, communicating effectively and leading transparently. Through effective customer relationships and a focus on performance excellence, the CITO guides delivery of strategic services through a high performing team.
Minimum Qualifications:

- Bachelor’s degree in computer science, information management systems, business administration or related fields, or any equivalent combination of experience, training and/or education approved by Human Resources. Advance degree preferred.
- Minimum 10 years’ experience in information technology, including the successful leadership and management of diverse, cross-functional teams.
- Strategic and operational understanding of enterprise systems, risk management, and IT security.
- Demonstrated success in progressively responsible management capacities in the area of information management, preferably in a fundraising or academic environment.
- Demonstrated ability to lead the development and implementation of long-range strategic plans.
- Evidence of successful leadership of a growing, multi-functional information technology function serving a large, complex, decentralized community of users.
- Demonstrated ability to lead large-scale programs, migrations, and projects on time and on budget.

Work Environment:

- This position works in an office environment with close work on a computer.
- Occasional overnight or national travel may be required for conferences or site visits.
- Travel to various offices and departments across campus and/or non-campus locations for UDP or UA business required. Must have a valid driver’s license.

Apply: E-mail a letter of interest, resume, and three professional references (include job number DS1802) to: hrtm@uafoundation.org.

Learn more!

To speak confidentially about this opportunity or to provide a referral, please contact Chris Wolf, Talent Acquisition Manager: Chris.Wolf@uafoundation.org or 520-621-8030

The University of Arizona Foundation is an Equal Opportunity Employer.