



**Connecticut State Community College  
Job Description  
Associate Vice President of Information Technology Operations**

**Classification:  
Executive 1**

**Approved: 4/18/22  
FLSA: Exempt**

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**Job Summary:**

The CT State Associate Vice President of Information Technology Operations (AVP ITO) is responsible for providing strategic insight and operational leadership for the CT State technology services organization under the guidance of the CSCU CIO. The AVP ITO works collaboratively with CT State Regional Enterprise Technology Managers (RETMs), CT State Regional Academic Technology Managers (RATMs), and the CSCU Shared Services Manager to support the effective adoption and ongoing use of all technology services and technology infrastructure utilized across the CT State College system, including the CT State College Office. The AVP ITO oversees technology governance for decisions and solution development, develops processes and procedures, provides guidance and leadership for the technology service adoption. The AVP ITO will also work closely with organizational leadership, functional area leadership, and business representatives to ensure the metrics of the CT State Technical Services Organization (TSO) Service Level Agreements (SLAs) are sustained.

**Supervision Exercised:**

The position reports to the Vice President of Finance and Administration and supervises the Regional Enterprise Technology Managers in the three regions and other administrative/clerical staff as needed.

**Examples of Duties:**

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- The AVP ITO provides direct input in developing strategic objectives and operational outcomes of technology services and is accountable for the implementation of standard processes and procedures for technology service components within the CT State Campus Office at the CT State Campus levels.
- Manages and ensures compliance with CT State TSO SLAs for agreement adherence and performance levels.
- Works with RETMs, RATMs, CSCU CIO, CSCU Shared Services Manager, CT State College Office, and CT State Campus functional leaders to establish and coordinate annual and long-term service goals based on service needs, strategies to support, metrics to evaluate effectiveness, and reporting mechanisms to ensure technology services across the CT State organization are meeting the needs of the CT State organization.
- Provides leadership for continuous improvements throughout the CT State TSO.
- Defines and drives the implementation of CT State TSO service desk to improve support workflows, problem resolution, change and release management effectiveness, capacity planning, and security initiatives.
- Participates in the design, development, implementation, and support of infrastructure solutions and project management.
- Provide a work environment focused on teamwork and unity while empowering the staff to focus on their individual goals and objectives.
- Possess strong interpersonal and team communication skills and the ability to work in a highly interactive and collaborative environment consisting of the academic technology team, faculty, students, and staff from CSCU and CACC.
- Maintains technical currency and an openness to experimentation
- Champion and mentor CT State TSO management staff to enforce defined standards and objectives.
- Leverage project management skills and tools to manage and monitor technology projects to ensure compliance with defined policies and technical standards.

- Conducts audits of enterprise technology SLAs.
- Assist with the preparations for disaster recovery planning for consistent business operations.
- Engage in professional development to maintain continual growth in skills and knowledge essential to the position. Provides direct training to technical staff for related enterprise shared technology and administrative technology service requirements.
- Ensure CT State services, systems, procedures, and processes are appropriately documented and maintained.
- Managing relationships and negotiating agreements with vendors.
- Making recommendations for improving existing systems and processes.
- Keep abreast of new enterprise and administrative technologies and operational methodologies.
- Participate in related committees of practice to learn and share knowledge about managing technology services.
- Represent the CT State system on committees and boards associated with the CSCU system and in national and regional consortiums and collaborations as appropriate.
- Maintains a broad knowledge of state-of-the-art equipment and systems and stays abreast of current trends in technology.
- Maintain a commitment to CT State's overarching goals, including initiatives encouraging equity and diversity.
- Complete other duties as assigned in support of the department goals.

### **Qualifications:**

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.) Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Master's degree in Computer Science, Management of Information Systems, or related field.
- Minimum of seven (7) years managing information technology services within higher education. which includes a Minimum of five (5) years managing technology service staff within higher education.
- Proven ability to serve as an effective member of a management team, be an effective leader to a team of highly trained personnel and consultants; and interact effectively with technical staff, technical service customers, auditors, consultants, vendors, and stakeholders at all levels.
- Excellent written and verbal communication skills, interpersonal and collaborative skills, and the ability to communicate technical concepts to technical and non-technical audiences.
- Experience working within a complex organization, interacting with and influencing multiple stakeholders.
- Proven track record and experience in developing technical solutions, technical standards, policies, and procedures and successfully executing solutions to achieve customers' objectives within a dynamic environment.
- Knowledge of IT Service Management (ITSM) frameworks (i.e., ITIL).

These qualifications may be waived for individuals with an equivalent combination of education, training, and experience.

### **Work Environment:**

Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.