

Associate Vice President, Information Systems and Chief Information Officer

The Associate Vice-President, Information Systems and Chief Information Officer (AVP, IS & CIO) is responsible for the strategic direction and management of all Information Systems resources of Concordia.

The AVP, IS & CIO is first and foremost the leader of the Information Systems and Information Technology activities at Concordia. Reporting to the Vice President- Services, s/he operates within the framework of Concordia's Information Systems Governance Model. Direct reports are the Director, Administration & Training Services, Director, IT Architecture, Security & Planning, Director, Application Portfolio Management, Director, User Services, Director, Project Portfolio Management. Total team of approximately 150 people. The position is based in Montreal, Quebec, Canada.

KEY RESPONSIBILITIES

Strategic Plan

- Formulates a technology and information systems strategic plan. This plan will set out a future vision for Concordia University's internal hardware, software, communications systems and their inter-relationship. It will also clearly articulate the service orientation of the IT function.
- Seeks broad, University-wide participation in the preparation of the plan and gains approval from the Vice President, Services and the President's Executive Group for its adoption.
- Works closely with the Information Systems Advisory and Policy Steering Committee to ensure participation in the ratification of the plan and the prioritization of major projects, thereby gaining buy-in.
- Prepare short-term, medium-term and long-term objectives for achieving the overall strategic plan.
- Keep abreast of developments in technology, information systems, applications and communication systems. Identify new and innovative approaches that could be implemented within Concordia University.

Annual Plan

- In the context of the strategic plan, develops an annual operating plan and budget that prioritizes projects and establishes annual objectives. Ensure that the IS/IT staff resources are focused on the priority objectives established in the strategic plan.
- With the agreement of the Vice President Services, sets goals at the beginning of year and submits a quarterly analysis of progress in achieving objectives, including the rationale for variances and recommended modifications to the plan.

Applications & Infrastructure

- Oversees the planning, selection, purchase, development (customization) and implementation of new information systems, infrastructure and applications for the organization, that support the achievement of Concordia University's objectives. Ensures all purchases are compatible with the overall strategic technology plan.
- Provides insight and understanding to the University of emerging technologies that may enhance the pedagogical processes and /or business systems of the University
- Ensures the day-to-day operation of the systems, maintains a high percentage up time and meets the needs of the institution. Minimizes risk of any business discontinuity due to failure of systems.
- Formulates policies and procedures to support the systems use and up-time.

Corporate Governance

- Within the context of the strategic plan, develops IS/IT corporate governance that balances budgets and institutional priorities with individual priorities. Works closely with the administrative units, Faculties and student groups to ensure the myriad of smaller requests for IS\ IT related projects are properly prioritized, scheduled and executed. Balances the desire for autonomy with the need for synergy and the efficiencies of a shared approach.
- Ensures there are appropriate change management provisions when implementing systems that significantly impact organizational processes.
- Monitors the needs for technology and information systems on an ongoing basis.
- Maintains productive relationships with vendors and partners to ensure each project realizes its objectives, on time and within budget

Customer Service

- Ensures the provision of timely and effective support across the institution for all its technology and information systems needs. Maintains a strong service orientation in IS/IT Services. Ensures there is open and effective two-way communication between IS/IT and the users.
- Communicates the strategic and annual plans for IS/ IT by highlighting the importance of focusing and prioritizing IS/IT's resources on such plans.
- Ensures there is a comprehensive mechanism in place to monitor and evaluate the service provided by IS/IT. Evaluates the performance information and highlights strengths and weaknesses to the Vice President, Services in a regular report. Identifies plans of action to improve areas which require improvement.
- Develops strong relationships with all internal groups. Participates as a member of the Information Systems Advisory and Policy Steering Committee and as a part of any committees as directed by the Vice President, Services.

Organization and Management of Staff

- Maintains an effective organization structure that supports Concordia University's needs for technology and information systems and reflects best practices. Defines the authority and responsibilities of IS/IT Service's structure and staff.
- Develops a strong team and ensures all its activities are consistent with the mission, philosophy and goals of Concordia University. Identifies top talent in the department and accelerates the development of this talent through job experiences, training, and professional development. Ensures there are effective processes for selection, promotion and retention.
- Establishes a clear definition of responsibilities for each employee and ensures there is a proper system in place for managing employee performance in accordance with Concordia University's policies. Develops a culture of excellence within IS/IT, continually bringing in top performers and, where necessary, developing remedial programs for underachievers.

Leadership

- Encourages leadership behaviors in the department through both coaching and training. Leads staff to ensure that they are growing and constantly improving:
 - ✦ their level of customer service
 - ✦ their IS/IT-related skills
 - ✦ their personal competencies
- Ensures that staff in the department understands the vision for the University, IS/IT, and their role in both, and are excited about their jobs and their ability to make a difference.
- Celebrates accomplishments, builds morale and confidence in the team's performance and its superb customer orientation.

Budgets

- Prepares and seeks approval from the Vice President, Services for an annual operating budget and a capital budget. Manages IS/IT operations within the approved budget and provides timely reports. Prepares capital expenditure proposals for all IT and information systems, for ratification by the Vice President, Services.

Metrics

- Develops a set of IS/IT metrics that indicated how well IS/IT is functioning

Candidate Profile

IDEAL EXPERIENCE

15+ years of IT leadership experience

- Demonstrated success as a technology executive in roles of increasing responsibility with an organization at a scale commensurate to that of Concordia University's institution.
- Experience working in a higher education institution or comparable organization is an asset.

Experience with modern technologies, tools and delivery methods

- Possesses a depth of knowledge in information technology sufficiently deep to "cut through the issues" and resolve them through a solution oriented approach.
- Excellent knowledge of technology trends, software applications, business intelligence (BI), cloud infrastructure, digital and social media.
- A history of driving innovation while maintaining high quality service levels.

Cross-functional team leadership

- Has led technology teams (100+ people) to high levels of performance and team engagement.
- Track record of effectively and efficiently solving problems with interdisciplinary teams and managing large scale projects, influencing and motivating people in both direct, indirect and peer reporting relationships.

Education

- A bachelor's or Master's degree in information technology, computer science, computer engineering or a related discipline.

Bilingual

- Fluently bilingual in oral and written English and French

CRITICAL LEADERSHIP CAPABILITIES

Strategic Thinking

- Defines evolving future of global market, integrating current initiatives and their implications as well as competitors' actions.
- Creates a strategy and vision that:
 - Integrates current business issues and initiatives, competitive challenges, core values, and future needs in a clear and coherent way.
 - Provides a clear strategic direction for the entire organization and the evolving market that it addresses, leading to logical changes in actions across the organization.
 - Thinks over five years ahead.

Collaborating and Influencing

- Works collaboratively with diverse leaders, communicates an IT vision and strategy across all levels of the organization, and builds consensus around key initiatives and projects
- Spends time identifying all stakeholders necessary and meets or connects with all of them, neglecting no one to shape a collective consensus.
- Will bring a passion to change the culture within the technology organization alongside an ability to enter a culture where influence and collaboration is critical to driving change constructively.
- Negotiates with a genuine give-and-take approach, where both act as true peers and decisions are shared.
- Identifies opportunities to build relationships that will help others achieve their objectives and reaches out to those people or new people.

OTHER PERSONAL CHARACTERISTICS

- **High Integrity:** Must have a clear commitment to the highest standards of professional and personal conduct and hold others to the same standard.
- **Strong Intellect:** A combination of mental flexibility, creativity, conceptual ability and judgment. Someone who deals effectively with strategic issues, as well as the detailed tactical activity involved in developing progressive human resources programs.
- **Superior Interpersonal Skills:** A good listener with outstanding interpersonal qualities and a natural, effective consultative style. Someone who is sought out for their opinions and counsel and forges and maintains close relationships both internally and externally.
- **Positive attitude:** Possesses a positive, can-do attitude that is infectious throughout the organization.
- **Aggressively chases outcomes:** Has a desire to win, set and beat aggressive objectives and be known in the organization as the leader of a winning team.
- **Self-Confident but ego in check:** Deals with ambiguity effectively and is more driven by ensuring the success of his/her venture and peers than by his/her own profile.

If you are interested in applying, please apply to: concordia@spencerstuart.com