



**Idaho State
University**

POSITION PROFILE

March 2020

Chief Information Officer

ROAR



ABOUT IDAHO STATE UNIVERSITY

Idaho State University (ISU) combines exceptional academics amidst the grand natural beauty of the West. ISU faculty and students are leading the way in cutting-edge research and innovative solutions in the areas of energy, health professions, nuclear research, teaching, humanities, engineering, performing and visual arts, technology, biological sciences, pharmacy, and business. Named President in 2018, Kevin Satterlee has brought vision and excitement to ISU. His administration is one of passion, communication, and transparency for the benefit of not only the university but also its surrounding community. To read more, visit <https://www.isu.edu/>.

ISU, a Carnegie-classified doctoral research and teaching institution founded in 1901, has a low student to teacher ratio of 13:1. As a state leader in the health sciences, ISU offers widespread health services to the community, as well as multiple

Idaho State University, founded in 1901, attracts students and faculty from around the world to its four Idaho campuses. At the main campus in Pocatello, and at locations in Meridian, Idaho Falls, and Twin Falls, ISU offers access to high-quality education in more than 250 programs. Over 12,800 students attend ISU. ISU is the state's designated lead institution in health professions.

degrees in more than 50 health-related areas, including nursing, pharmacy, physical therapy, speech pathology, and physician assistant studies. In addition to significant offerings in health sciences, ISU offers a wide array of graduate programs through colleges in business, education, technology, arts and letters, and science and engineering. The education at ISU is filled with real-world experience; the \$2.3 million Career Path Internship program helps aid hundreds of students' career goals by pairing students with paid on- and off-campus internships. In their spare time, students can choose from more than 70 student organizations, enjoy nature through the Outdoor Adventure Center, or drive to Craters of the Moon nature preserve or Yellowstone National Park. The Stephens Performing Arts Center on the ISU campus is nationally ranked as one of the most impressive performance venues on a university campus. It is home to the Idaho State Civic Symphony and is also host to numerous plays, concerts, recitals, and art performances.

As an NCAA Division 1 school, ISU competes in the Big Sky Conference offering robust athletic programs to students such as basketball, cross-country, tennis, track and field, volleyball, softball, football, golf, and soccer. Read more: <https://isubengals.com/>



UNIVERSITY STRATEGIC GOALS

GOAL 1 GROW ENROLLMENT

Increase new degree-seeking students by 20% (+497) over the next five years.*

* Full-time certificate and undergraduate students and full and part-time graduate students.

Operational Strategies

- Emphasize relationships with high school faculty and advisors within ISU's service regions
- Provide opportunities for faculty/potential student interaction to encourage enrollment
- Communicate with managers and employees at local/regional public and private organizations to identify educational programs that would increase the potential for advancement and support professional development

GOAL 2 STRENGTHEN RETENTION

Improve undergraduate student retention rates by 5% by 2022.

Operational Strategies

- Increase faculty awareness of their students' academic progress by alerting them when a student is failing so they can work with the students to create strategies for student success
- Increase and market student support services that measurably increase retention
- Develop programs that encourage students to identify potential career paths

GOAL 3 PROMOTE ISU'S IDENTITY

Over the next five years, promote ISU's unique identity as Idaho's only institution delivering technical certificates through undergraduate, graduate and professional degrees.

Operational Strategies

- Educate internal and external communities of the scope and benefits of ISU's offerings and research

- Promote ISU as providing an affordable, high-quality education that results in a high return on investment
- Demonstrate to communities the cost-benefits that emphasize what ISU brings to each community through education and research

GOAL 4 STRENGTHEN COMMUNICATION, TRANSPARENCY, AND INCLUSION

Over the next three years, ISU will continue building relationships within the university, which is fundamental to the accomplishment of all other objectives.

Operational Strategies

- Continue creating consistent opportunities to share ideas and reach mutual understanding
- Where identified, eliminate duplication of effort in business processes, programs, and services
- Use the Institutional Effectiveness and Assessment Council planning and advisory structure to continue increasing inclusiveness, providing information, and obtaining input and feedback from students, faculty, staff, and the community members

GOAL 5 ENHANCE COMMUNITY PARTNERSHIPS

By 2022, ISU will establish new partnerships within its service regions and statewide program responsibilities to support the resolution of community-oriented, real-world concerns.

Operational Strategies

- Partnerships will encompass a broad variety of relationships including academic to academic, ISU to business, and ISU to non-profit
- Identify and design educational programs that provide a service to the communities that ISU doesn't currently partner with
- Work with communities that have limited services and develop opportunities to create new partnerships



THE DEPARTMENT

Appointed as Vice President for Finance & Business Affairs in 2019, Dr. Glen R. Nelson is leading a dynamic team to collectively provide accurate, timely, and efficient business support services to a wide range of stakeholders for the Idaho State University (ISU) Community. The department's mission is focused on creating opportunities and positive outcomes for its customers and stakeholders through partnerships that optimize its collective resources.

The Chief Information Officer serves as a key leader on the Division of Finance & Business Affairs executive team by overseeing Information Technology Services. The division additionally includes Treasury and Financial Functions, Capital Projects, Budget, Planning and Analysis, Real Estate, Facilities, Human Resources, Public Safety, Environmental Health and Safety, Purchasing, and Parking and Transportation at the University's four campuses. We achieve the goals of the University and the State Board of Education by providing exemplary services at the highest level of ethics to help ISU achieve excellence.

THE OPPORTUNITY

Position Purpose

The Chief Information Officer is responsible for ensuring that Information Technology Services contributes to, and effectively supports University objectives and goals by guiding technology and data strategies for the campus community. The institution is seeking a change-agent to provide forward-looking leadership and planning for developing and implementing information technology and data strategies that will best achieve Idaho State University's overall mission. This innovative leader will serve as the principal data and technology leader on issues related to student, academic, research, and administrative systems.

Primary Responsibilities

- Develop a collaborative vision and comprehensive information technology and data strategy for the University.
- Establish goals to ensure Information Technology Services runs smoothly and effectively.
- Provides leadership and vision at an executive and operations level of shared information services.
- Ensures compliance at the state and federal level by developing and overseeing ITS policies and data security standards, including compliance for university health clinics and personal health information.
- Responsible for keeping a strong awareness of security to the IT infrastructure and services.

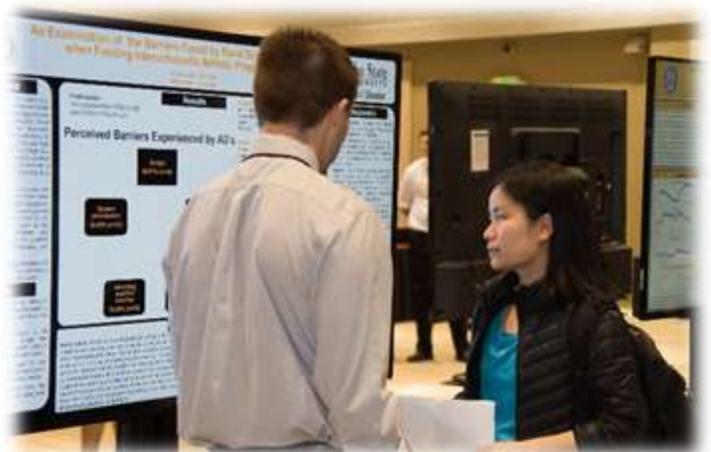
- Oversees the development, implementation, and management of the institution's Enterprise Resource Planning (ERP) system.
- Oversees the coordination, strategy, review and analysis, and approval of related computer equipment, systems, and infrastructure.
- Oversees, supports, and ensures the availability of the highest standards of quality service delivery to faculty, staff, students, and affiliates.
- Establishes strong working relationships with other institutions of higher education, related state offices, and professional organizations concerning trends, opportunities for collaboration, greater efficiencies, and other issues concerning the information technology industry.
- Monitors changes in emerging technologies in an effort to enhance existing strengths and performance, plan for technology improvements where needed, identify opportunities for future development, and plan strategically for any threats to the information technology services.
- Manage, coach, and mentor the Information Technology Service department personnel that encompass the following functional areas: Enterprise Applications, Networking & Telecommunications, Servers and Storage, Information Security, and Customer Service and Support.
- Other duties as assigned

Minimum Qualifications

- Bachelor's degree in a related field;
- At least 10 years of related information technology experience;
- At least 5 years in an information technology leadership/management role;
- Leadership experience in the development, oversight, and management of IT systems in an Enterprise Resource Planning (ERP) environment.
- Strong interpersonal and communication skills to work effectively with students, colleagues, faculty, and staff; and
- Strong analytical and organizational skills.

Preferred Qualifications

- Master's degree in a related field;
- Experience at an institution of higher education with additional preference for experience in a public institution of higher education;
- IT leadership experience at a large complex organization;
- Experience with application software development and information security;
- Extensive experience with strategic planning, budgeting, and project management; and
- Demonstrated ability to develop and sustain collaborative relationships.



PROCEDURE FOR CANDIDACY

Confidential review of applications will begin immediately and continue until the position is filled; parties who apply by April 10, 2020 will be given first consideration. Applicants should submit a resume, cover letter summarizing qualifications and interest in the position, and three to five professional references. References will be contacted later in the process and not without advance notice to applicants. Salary will be commensurate with education and experience. An offer of employment will be conditional, pending successful completion of a background investigation.

To apply online, click [here](#). Idaho State University is committed to building a diverse university community and encourages members of underrepresented groups to apply. Additional information regarding the university can be found at <https://isu.edu/about/>.

For nominations or further information, please contact:

Brian J. Sagendorf, HR Director
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Idaho State University values individuals with varying traditions, cultures, identities, expressions, orientation, religious beliefs, economic backgrounds, racial and ethnic origins. ISU believes that promoting diversity and a respectful work and learning environment is a key component in preparing students for success in a global economy. ISU strongly encourages applications from candidates who share these values.





POCATELLO AND SOUTHEAST IDAHO

Southeast Idaho is centrally located between Salt Lake City, Utah, and the popular vacation destinations of Yellowstone National Park, Grand Teton National Park, and Jackson, Wyoming. Southeast Idaho is often thought of as an outdoor lover's paradise with something for everyone. The hills and the spectacular northern Rockies around Pocatello are covered with mountain bike trails and provide access to outdoor activities such as camping, fishing, hiking, hunting, skiing, kayaking, and rock climbing.

Interesting facts about Pocatello and Idaho: (information taken from <https://visitidaho.org/about-idaho/>)

- The city of Pocatello is located in Southeast Idaho and nestled at 4,448 feet in the western foothills of the Rocky Mountains along the Oregon Trail.
- Pocatello has an unusually desirable four-season climate where clear, sunny, and dry is the norm.
- Residents of Pocatello enjoy the city's 32 parks, the Idaho Museum of Natural History, the Fort Hall Replica, golf courses, a swimming complex, bike and hiking trails, Pocatello Junction, a skate park, and Zoo Idaho.
- Bannock County has a population of 82,539 and the county seat is located in Pocatello which is populated by nearly 55,000 residents.
- Based on average housing costs, utilities, healthcare, transportation, groceries, and other services, Idaho's cost of living is the second lowest of the 11 western states.
- Idaho has a strong and diversified economy. Manufacturing and agriculture remain top industries while high-tech, tourism, retail, healthcare, business, and information services are growth sectors.
- According to FBI statistics, Idaho's crime rate is the lowest in the West. The rate of serious crime is 21.3 percent less than the national average.
- Idaho has more river miles than any other state, 3,100 miles.

For additional information on Pocatello and Southeast Idaho, please visit:

City of Pocatello Idaho: www.pocatello.us

Visit Pocatello.com: www.visitpocatello.com

Greater Pocatello Chamber of Commerce: www.pocatelloidaho.com