



Position brief for the position of Chief Information Officer and Associate Vice President Loyola University Maryland

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Opportunity Overview

The Position

Loyola University Maryland (Loyola MD) invites applications and nominations for an accomplished leader to serve as the Chief Information Officer and Associate Vice President (CIO/AVP). The CIO/AVP is a crucial role in creating, communicating, and implementing a strategic vision for technology that works across divisions to support Loyola's academic, administrative, strategic and tactical goals.

The CIO/AVP partners with University leadership to plan, strategize and invest in technology solutions that support the ever-changing needs of the student body, faculty, and administration. The CIO/AVP serves as a change management expert and collaborator, engaging stakeholders in change efforts that are incremental as well as transformational across the institution. The CIO/AVP leads the Office of Technology Services (OTS) through continuous improvement, the adoption of industry recognized best practices, service delivery, and project management. The CIO/AVP also represents the University in local, regional, and national IT organizations.

Reporting to the University's Vice President for Finance & Administration/Treasurer, the CIO/AVP will serve as a vital contributor to the leadership team, and as a member of the President's Cabinet. The CIO/AVP also collaborates with the University's senior leadership, deans, department chairs, faculty, staff, students, and community partners to leverage

best practices across Loyola, a university that prides itself on the pursuit of excellence. The CIO/AVP supervises six direct reports and a total staff of 55. The operating budget in FY20 will total almost \$10 million, including compensation and non-personnel costs. The capital expenditures in technology have totalled \$1.8 million annually over the last 3 years.

Technology at Loyola University Maryland

The office of the CIO/AVP provides leadership, strategy, operations management, financial management, and asset management for technology services and drives many of Loyola's top technology projects and initiatives. This is a distinctive opportunity for the CIO/AVP to join Loyola MD at a transformative moment in its history and guide the institution to ever greater excellence.

Direct reports to the CIO/AVP include: the Assistant CIO; Associate Director Enterprise Applications; Director, Project Management Office; Associate Director, Architecture Integration; Director IT Infrastructure and Operations; and Director of Information Security and Compliance. The CIO/AVP has a dotted line relationship with the Manager of IT Financials and Procurement.



Opportunities for Strategic Leadership

The AVP/CIO is a highly effective communicator and relationship builder. An effective manager/planner first and foremost, the AVP/CIO will bring a strong articulation of technology vision and technical and operational know-how to build and manage the Technology Services team and its support for Loyola MD. Initial engagement in a Technology Services Strategic Planning process that supports the Ignatian Compass (Loyola MD's current strategic plan) goals and objectives will provide a technology roadmap for the campus serving students, faculty, staff, and administration. Planning will include three critical areas:

Operations Analysis

The newly minted CIO/AVP will dedicate significant time and thought to getting to know the Loyola MD culture, supporting the institutional dedication to students, faculty, administration and the Baltimore community. Understanding how OTS supports the various Loyola MD business units and developing ways that enhance and complement what is already in place, as well as understanding and appreciating the strengths and challenges of the Technology Services team, will be essential. At the same time the CIO/AVP will identify efficiencies and ways to use data strategically to improve OTS's customer service to students, faculty, administration, and staff.

Technology Services Strategic Plan

With awareness and respect for Loyola MD culture, leadership, and operations, the CIO/AVP will embark on an authentic and inclusive strategic planning process that will create consensus across campus around how IT operations may be restructured for optimal output to users. Through this planning process the new CIO/AVP, in conjunction with finance, security, and risk and compliance, will lay the foundation and build the framework for the next decade and the longer-term future of the University.

Plan Roll-Out

With buy-in from a comprehensive array of campus constituents, the CIO/AVP, working with the Technology Services team, will embark on the systematic roll-out of the new OTS strategic plan.

To be at the forefront of organizational challenges and opportunities, the AVP/CIO will actively engage with external constituents within the tech community inside and outside of higher education and with other institutions locally, regionally, nationally, and globally. This external focus will inform the AVP/CIO's role as a business strategist, negotiator, information architect, and system leader going well beyond creating policy and managing OTS.



About Loyola University Maryland

Loyola University Maryland is a Jesuit, Catholic, private liberal arts university founded in 1852. The University is committed to the educational and spiritual traditions of the Society of Jesus and the development of the whole person. Accordingly, the University inspires students to learn, lead, and serve in a diverse and changing world.

Loyola MD ranks number five in the North Region on U.S. News and World Report and was named one of the nation's top institutions for undergraduate higher education by The Princeton Review for 2018. Loyola MD's beautiful, historic Evergreen campus is in a lush residential neighborhood on the north side of the city, located 15 minutes from downtown Baltimore, and its graduate centers are in Timonium and Columbia, Md.. Loyola MD enrolls approximately 4,000 undergraduate and 2,000 graduate students across the Sellinger School of Business and Management, the School of Education, and Loyola College of Arts and Sciences.

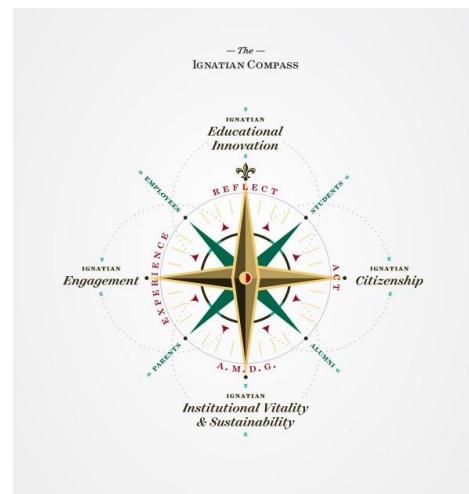
There are over 30 majors and 60 minors with the largest concentration of undergraduate student majors in Business and related fields, Communications and Journalism, Biology, Psychology, and Speech Language Hearing Sciences. Loyola MD also offers 25 graduate programs. The student/faculty ratio at Loyola MD is 12:1 and the average class size is 20.

Over 60% of students participate in study abroad programs in more than 20 countries. Programs range from a single semester (usually in the junior year and most common) or full year, to summer and holiday tour programs and are available to all majors. There are programs taught in English as well as total language immersion programs. Students are encouraged to begin planning early for their study abroad experience, particularly those majoring in business, math, or science.

Messina is Loyola MD's signature first year program, a living and learning program serving as a foundation for student

success at Loyola MD and well beyond. The Messina program includes two linked courses, one each semester, connected by one of four themes. The student's advisor teaches one of the two classes. Enrichment opportunities and outside activities further enhance the Messina Program and students live in proximity to their seminar classmates as an opportunity to build deep connections with other students and experiences.

The 2017-2022 Strategic Plan, The Ignatian Compass, identifies four priorities. The University continues to advance these priorities by addressing seven institutional strategic areas of focus for Inspiring Demand for Total Education which are as follows: Enhancing Brand, Improving Yield and Retention, Engaging Faculty and Staff, Creating a Culture of Philanthropy, Cultivating Innovation and Entrepreneurship, Fostering Diversity, Equity and Inclusion and Ensuring Institutional Vitality and Fiscal Integrity.



To learn more about Loyola, go to <https://www.loyola.edu/>



The Position

Duties & Responsibilities

Strategic Vision

- Develop and maintain bi-directional communication between OTS and all University constituencies that utilize Loyola MD's online systems and services in order to understand user goals and objectives in carrying out the mission of the institution. Communicate the need for continuous improvement within our environment and understand the impact this ongoing change has on each individual's day-to-day use of technology.
- Participate in all relevant University initiatives to ensure that technology is leveraged effectively to support the Strategic Plan. Ensure that annual investments in technology are being effectively managed to achieve the strategic goals of the institution.
- Educate University leadership and relevant constituencies about the University's information technology plans, operations, and emerging technologies and how they enhance our environment. Apply a strategic mindset to identify technology platforms and IT partnerships; negotiate IT contracts and coordinate relations with vendors, government agencies and other external entities.
- Identify staffing, budgetary and other technology resource requirements and develop creative and cost-effective approaches to meet these requirements. Review and authorize selection, procurement, installation, and management of computing, networking and telecommunications software and hardware, including outsourced IT services.

Project Management

- Ensure that key projects undertaken by OTS are appropriately planned, resourced, and completed.
- Engage project management staff to ensure staff members are being utilized in effective teams.

Security and Compliance

- Identify and manage various risk factors within the computing environment at Loyola, including business continuity and disaster recovery, data breaches, identity theft, change management and others (as they emerge) through the use of technology tools, end-user awareness and policies.
- Oversee information technology security policies and practices pertaining to the protection of confidential data, the detection and prevention of network intrusions, the physical and virtual security of IT equipment and cyber security training for end users.
- Oversee the development, testing and maintenance of technology disaster recovery and contingency plans to promote emergency preparedness and to reduce risk.
- Manage incident response activities including forensic investigations, compliance reporting (i.e., MD PIPA) and communications regarding the event to the campus.

Infrastructure

- Manage services offered by OTS to ensure that the quality of the service is sufficient to meet the campus needs in a timely fashion. Evaluate and recommend new or existing technologies that reduce costs and offer academic and or administrative value. Identify the required resources to meet the needs of technology-based departments and work with administration to provide these resources.
- Establish technical standards and ensure adherence to those standards. Oversee the creation and maintenance of databases, reporting solutions and other data management resources in support of administrative operations.



Client Services

- Bring a customer service orientation to the role, with an open door, and a transparent and accessible style. Prioritize and model acting as a consulting partner to campus leaders to understand their business challenges and recommend appropriate technology-based solutions.
- Demonstrate the ability to explain complex, technical business scenarios in layman's terms, building consensus and getting buy-in for initiatives that serve the OTS customer base of students, faculty, administration, and staff. Partner effectively with other providers of academic support programs, such as the Library.

Enterprise Applications

- Evaluate and decide on the most secure and cost effective platform for each service provided by the department including e-mail, ERP, LMS, collaboration tools, CRM and others, whether it is managed on campus or in a hosted (cloud) environment. Lead in the redesign of business processes and technology solutions that can produce more effective, efficient and integrated operations and services. Ensure compliance with applicable laws, regulations and industry best practices.



The Candidate

The successful candidate will demonstrate many of these competencies and areas of expertise

- Experience developing and executing technology strategic plans and deploying complex technologies.
- Thorough understanding of technology trends, applications, current developments, and new directions and how they relate to and are leveraged within a higher education environment.
- Ability to develop and promote collaboration around a shared vision for the use of information technology at the University and within its service mission. Ability to successfully execute short-term, long-range, and strategic IT plans that enable the overall strategic directions of the University.
- Demonstrated experience building a positive, supportive team culture; identifying, recruiting and retaining strong employees, and serving as an effective advocate for the team's work.
- Ability to prioritize competing needs related to technology and information systems in a highly dynamic environment.
- Ability to develop, clearly articulate, and deliver a business case for new and transformational technologies.
- Working knowledge of data center operations and networking systems.
- Demonstrate effective communication, listening, and relationship-building skills, to be deployed both within OTS and across the user communities.
- Ability to analyze and resolve complex issues, both logical and interpersonal, along with an ability to translate IT plans, business processes, and information needs between IT professionals and users and decision makers.

- Demonstrate a customer-centered orientation and strong oral and written communication skills.
- Demonstrate effective management of operational, capital, and other financial resources. Ability to conduct and communicate cost-benefit and return-on-investment analyses.
- Ability to manage and develop technical teams through coaching, mentoring, skill building, and continual performance feedback. Ability to successfully manage IT services vendors, software providers, and contractors.
- Outstanding judgment, ability to assess and understand the motivations and needs of others, and ability to balance self-reliance with team dynamics.
- Experience in senior-level leadership in higher education.

Essential Qualifications

- A master's degree in Computer Science, Computer Information Systems, Information Technology Management, Business Administration, Management or related field. Relevant experience may be substituted for degree requirements.
- A minimum of ten years of progressive experience and achievement in leading and managing a complex technology organization including the following aspects--budgeting, operations, procurement, hiring and firing, staff development, governance, planning, project management, risk management and service delivery.
- Must be able to support the University's goals for institutional diversity, as well as be able to have, or develop, a clear understanding of the mission, values and goals of a Catholic, Jesuit education.



How to Apply

In order to apply, please submit a comprehensive CV along with a cover letter which sets out your interest in the role and describes the aspects of your experience relevant to the above criteria. Please include the names and contact information of six references. References will not be approached until the final stages and not without prior permission from candidates.

The preferred method of application is by email at:
LUMCIO@odgersberndtson.com

EEO

Loyola University Maryland does not discriminate on the basis of race, sex, color, national or ethnic origin, age, religion, disability, marital status, sexual orientation, gender identity, genetic information, military status, or any other legally protected classification. The University recruits, hires, and promotes in accordance with this policy and its Core Values.

Contact Details

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About Odgers Berndtson



Odgers Berndtson Executive Search is a leading global executive search firm, assisting private and public sector organizations find the highest caliber people for senior management appointments across North America and internationally.

Our reputation at the top of the executive search profession is over 50 years old. With offices in over 60 cities worldwide, our experienced executive search specialists operate with absolute discretion, integrity and care, and are expert in finding exceptional individuals for challenging roles.

WE ARE GLOBAL

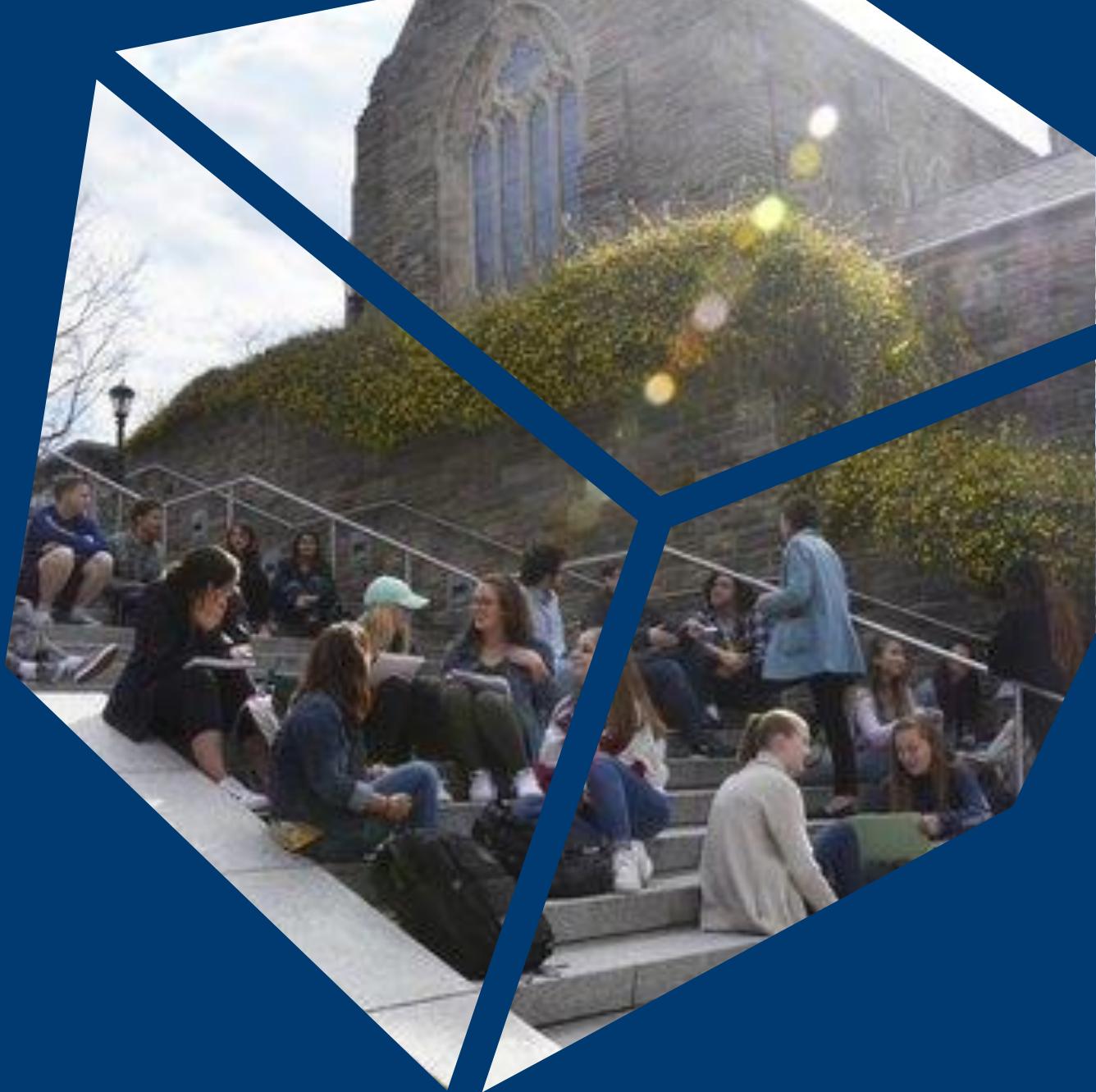
We have the support of an excellent international network of offices on the ground.

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