

Deputy Chief Information Officer  
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=251060>

Downloaded On: Jan. 9, 2025 2:11am

Posted Jan. 6, 2025, set to expire Nov. 29, 2025

<b>Job Title</b>	Deputy Chief Information Officer
<b>Department</b>	Executive
<b>Institution</b>	Austin Community College Austin, Texas
<b>Date Posted</b>	Jan. 6, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
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**Job Description**

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**Deputy Chief Information Officer**

**Austin Community College**

**Job Posting Closing Times:** Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

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### **Job Posting Title:**

Deputy Chief Information Officer

### **Job Description Summary:**

The Deputy CIO is a key role on the leadership team of the college's IT department. This position is internally focused with responsibility for the operational technology teams within the department. The Deputy CIO will work under the guidance of the Vice Chancellor of Technology (CIO) and will have clearly defined goals related to overall maturity of the IT department and the technology it supports district-wide. Operational areas under the purview of the Deputy CIO include: IT infrastructure (systems, network and physical security), software development, technical support, enterprise systems and business intelligence.

In addition to managing the daily operations of much of the IT department, the Deputy CIO will be responsible for leading strategic projects aimed at eliminating technical debt and increasing the robustness of the college's technology landscape.

### **Job Description:**

#### **Description of Duties and Tasks**

- Supervises, trains, coaches, directs, coordinates, and disciplines personnel while adhering to organizational human resource policies and procedures as well as related employment laws. Recommends hire and termination personnel actions for positions supervised.
- Contributing to the development of the college's technology roadmap.
- Leading and successfully completing technology transformation projects aimed at improving operational capabilities with minimal supervision. Success means full scope of work completed on time, within budget and aligned with established acceptance criteria.
- Partnering with peers both within and outside of the IT department to accomplish shared goals.
- Participating in defining goals for the teams reporting to the Deputy CIO and the broader IT organization.
- Ensuring team goals are met and projects are successfully completed (teams are meeting established operational targets)
- Reporting data in various formats showing the performance of IT functional areas and making recommendations for changes/improvements as needed to enhance performance.
- Providing leadership and coaching for the teams reporting to the Deputy CIO

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- Leading teams (directors and their reports) in the creation and/or refinement of service catalogs, operating procedures, service and operating level agreements (SLAs/OLAs), and success metrics.
- Providing strategic recommendations for solving technology problems.
- Establishing and managing relationships with 3rd party product and service providers as needed to accomplish defined goals.
- Acting as technical sponsor for all major technology projects within your areas of responsibility.
- Ensuring technology project requirements, scope, budgets and timelines are well-defined.
- Ensuring technology projects are well-managed and are being executed as per established expectations.
- Effectively building both operational and project teams.
- Administrative aspects of people management including, but not limited to absence approval, performance management, hiring and termination.
- Managing the operating budget for the operational teams as well as budgets for applicable projects.
- Establishing and/or maturing formal standards and practices in the following areas:
  - ITIL-based IT Service Management (request and incident management)
  - Management of various configuration items
  - IT change management
  - Other related duties as assigned.

### **Knowledge**

- Working knowledge of a wide range of technologies, including modern IT infrastructure solutions, enterprise business systems, and software development practices is a must. This should include knowledge of and experience supporting:
  - On-premise data centers.
  - Cloud-based infrastructure.
  - Various types of network and telecommunications technology.
  - Continuous improvement based software development.
  - Top tier enterprise business systems (eg. industry leading ERPs, CRMs, Data environments, etc.).
- Knowledge of the ins and outs of assessing managed technology service needs and selecting managed service partners.
- Knowledge of best-practices in information security as it relates to both back-end systems as well as front-end software and data solutions is a must. Working knowledge of technology budget

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planning and budget management concepts is critical.

- Knowledge of standard accounting practices.
- Knowledge of formal PMI-based project management practices.
- Strong knowledge of ITIL-based IT Service Management (ITSM) concepts.
- Strong knowledge of best-practices in technology infrastructure management.

### **Skills**

- Extremely strong people management skills are required, specifically managing people managers (directors, managers, etc.)
- Demonstrated expertise in IT project planning, development and implementation. Must be able to own multiple initiatives as a project sponsor and see them through to completion.
- Managing external partners in the completion of project work as well as outsourced operational work.
- Strong business and financial acumen.
- Demonstrated expertise in multiple aspects of technology management, including networking, storage and server management, data management and application management.
- Excellent analytical, conceptual thinking and strategic planning skills.
- Influencing skill, including the ability to show the business value of technical initiatives or extrapolate conceptual technical solutions for business problems such that non-technical audiences can see that value.
- Excellent presentation skills.
- Must be a self-starter who can not only operate with minimal direction, but who can also bring new ideas to the table and successfully lead and complete approved initiatives with minimal supervision.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Maintaining confidentiality of work-related information and materials.
- Establishing and maintaining effective working relationships, including the ability to coordinate the work of others.

### **Required Work Experience**

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- Five years of experience in IT role with progressively increasing responsibility.
- Five years of related work experience leading an IT orgs of at least 50 individuals.
- Five years experience in a technology leadership role where both project and operational budgeting was a key component of the job.
- Three years experience with multi-campus IT service management.

**Preferred Work Experience**

- Fifteen years of experience in IT roles of progressively increasing responsibility.
- Seven years of related work experience leading an IT organization of at least 50 individuals.
- Extensive experience leading both hardware and software focused operational IT teams.

**Required Education**

- Bachelor's degree in a technology or Business related field of study such as Computer Science, Information Technology, Business or Business Information Systems.
- Experience cannot be substituted for required, applicable educational level.

**Preferred Education**

- Bachelor's or Master's degree in IT, Business, Business Information Studies or related field of study.

**Special Requirements**

- Valid Texas Driver's License and reliable transportation for travel in the Austin area as required.

**Other Preferred Qualifications**

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- ITIL Practitioner-level certification or above
- Unexpired PMP or equivalent PMI-based Project Management certification.
- TOGAF Foundation Certification or higher
- Certified Information Systems Security Professional (CISSP) certification

### **Physical Requirements**

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

### **Safety**

- Supervise safe operation of the unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.

### **Number of Openings:**

1

### **Job Posting Close Date:**

February 9, 2025

### **Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

### **Disclaimer**



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The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: [https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Deputy-Chief-Information-Officer\\_R-5931](https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Deputy-Chief-Information-Officer_R-5931)

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

Executive

Austin Community College

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