

## POSITION DESCRIPTION

### Director of Information Technology (IT)

Organizational Unit	Information Technology
Supervisor	Executive Director
Hours/Week	35 (full-time)
Weeks/Year	52
FTE (Calculated)	1.0
FLSA Status	Exempt
Date	March 20, 2023

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### Job Summary

The Five College Director of IT provides leadership and management for Five Colleges, Incorporated (FCI) and its subsidiary Five College Net, LLC (FCN), ensuring the smooth and forward-looking functioning of all IT-related capabilities for both organizations, as well as collaborative efforts of the Member campuses of FCI. This Director is responsible for the effectiveness, accessibility, efficiency, and security of FCI IT infrastructures and digital assets. The incumbent also works closely and constructively, both separately and collectively, with IT leaders from each of the Member institutions. The Director of IT coordinates responses to systems emergencies on behalf of both FCI and (as requested) the Member campuses. The unique nature of Consortial work requires the Director to employ:

- broad technical knowledge to lead FCI's IT operations and to facilitate cross-campus conversations;
- strong analytical and organizational skills to lead multi-institution projects; and
- excellent interpersonal skills and a commitment to collaboration.

### Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

### Duties and Responsibilities

#### FCI Internal IT and Five College IT Collaborations (70%)

Ensure FCI's IT infrastructure supports the organization's mission and facilitates FCI staff members in their work with the Member institutions. Support and further IT collaboration among the Member campuses.

- Maintain FCI hardware, software, and training to support and guide FCI staff members in their digital, computing, and information technology needs; oversee tech support for FCI staff.
- Ensure the effectiveness, accessibility, efficiency, and security of FCI IT infrastructures and digital assets.
- Prepare and manage the FCI IT budget; provide consultation to other FCI units whose budgets include IT components.
- Supervise IT support staff (2 FTE) and student workers.
- Serve as primary FCI liaison to the Five College CIOs, and facilitate communication from and to

these individuals.

- Develop, oversee, and maintain key Consortial tools, such as the integrated schedule of classes, integrated directory, combined academic calendar, and integrated catalog of course offerings.
- Develop and implement IT projects for FCI and its Member institutions, including drafting, reviewing, negotiating, and managing contracts and agreements with vendors.
- Working with the Member campuses' IT departments, ensure the continued functioning of mission critical operations, security and privacy, and backup and disaster recovery functions.

#### **Five College Net, LLC (FCN) (20%)**

Oversee the maintenance and operation of the fiber optic network and of FCN, LLC as an organization.

- Manage FCN-related vendors, agreements, and contracts.
- Serve as primary liaison to FCN emergency response and repair efforts.
- Review expenditure requests and contribute to the development of annual FCN budgets.
- Serve as liaison to campus committees and groups connected to FCN.
- Serve as primary contact for potential FCN clients and oversee marketing efforts to new clients.

#### **FCI Leadership Team (10%)**

Serve as a member of the leadership team of FCI.

- Contribute to strategic planning, priority setting, and policy development.
- Nurture collaboration within FCI, among Member institutions, and with partnership organizations.
- Other duties and committees as assigned by the Executive Director.

#### **Minimum Qualifications**

- Technical breadth and depth to advise internal FCI IT operations and to facilitate cross-campus collaborations related to IT and enterprise initiatives.
- Demonstrated ability to manage multiple tasks and projects effectively, and to manage organizational change.
- Ability to work successfully within multiple complex and varied campus structures, with proven ability to cultivate professional relationships and communicate effectively.
- Strong organizational, analytical, critical thinking, and problem-solving skills.
- Demonstrated leadership with skills in supervision, including the ability to mentor staff.
- Experience thoroughly reviewing, negotiating, and managing contracts.
- Record of demonstrating flexibility, adaptability, and sound judgment.
- Ability to respond to emergencies calmly and provide resolutions efficiently, including ability to work evenings and weekends as needed.
- Access to reliable transportation and ability to adhere to the driver credentialing policy.
- Capacity to meet (with or without accommodation) the physical expectations of the position, which include: ability to comprehend written and verbal communication; ability to communicate effectively in person, by telephone, by videoconference, and via email; and ability to lift and carry up to 25 lbs. of equipment.
- Ability to pass a post-offer background check.
- Ability to comply with Five Colleges, Incorporated's COVID-19 vaccination policy, or to qualify for an exemption.
- Ability to approach challenging work with professionalism and good humor.

#### **Preferred Qualifications**

- Experience managing IT operations in a mid-sized non-profit organization and in higher education.
- Familiarity with the Member institutions of the Five College Consortium.