

Non-Classified

DUTIES AND RESPONSIBILITIES

List and completely explain the current duties and responsibilities of the position. Consider work performance over a 12-month period. Employees must use their own words to describe duties and responsibilities.

Duties and Responsibilities

Position Summary: The Chief Information Officer and Director of Online Learning serves as a primary point of contact to New River faculty, staff, and students in need of technical support services relating to computing, printing, videoconferencing, and audiovisual technologies. The person in this position provides overall supervision for information technology, technical expertise, consulting, and direct support through friendly, informative, and timely interactions with clients that are both proactive and in response to requests for assistance.

Major Duties and Responsibilities:

- Conducts assessments of technology needs for the New River educational community.
- Oversees the development and implementation of plans for providing technology resources to include budgeting, purchasing, deployment, and hands-on user training.
- Collaborates with New River and Bluefield State technology support staff and faculty to integrate technology resources into the academic curriculum.
- Primarily responsible for coordinating technology-related interactions among New River, other educational institutions, vendors and installers of technology equipment.
- Oversees the purchasing, configurations, installations, and maintenance of technology throughout all the New River campuses.
- Supervises the operation, maintenance, and troubleshooting of audiovisual, videoconferencing, and computer-related equipment.
- Supervises asset management of information technology equipment.
- Serves as an ex-officio member and chair of the Information Technology Advisory Group, a committee comprised of representative faculty and staff who collectively guide decisions relating to deployment of technology at New River.
- Represents New River as the primary point of contact for information technology issues through representation at regional, national, and international forums.
- Provides management for specific IT-related projects to include recommendations for the overall time frame and scope of a project as well as scheduling specific meetings and ensuring that communications occur among project participants.
- Oversees research, testing, and exploration of new technologies applicable to higher education.
- Coordinates and provides one-on-one and group training for faculty, staff, and students regarding their use of technologies.
- Performs direct customer support and supervises staff members who complete tasks to include installations, configurations, maintenance, and troubleshooting.
- Develops New River policies, procedures, and standards regarding technology.
- Performs other assignments as determined by the Vice President and Chief Academic Officer.

QUALIFICATIONS

Education/Knowledge

1. List the level and type of **minimum** education required to qualify for this position **not** for the incumbent.
 - A relevant master's degree and experience with online education and instructional design is required.
 - Prior supervisory experience within a technology-support area of a higher education environment is preferred.
2. What licenses or certification(s) (e.g. electrician's license) if any, are **required** for the position? Specifically state the reason for this licensure requirement (supervisor's preference, state or federal law, etc.).
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3. What specific skills are **required** in order to carry out the duties of the position?
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Experience

In addition to the knowledge/education, please describe the type and **least** amount of **prior directly related** work experience typically required, if any, for a person coming into this position. Experience listed here is considered as concurrent not cumulative.

Type of Experience Needed

- This position requires a range of leadership skills including the ability to work collaboratively as well as to work independently as the situation dictates.
- Analytical and organizational skills are required.
- Broad knowledge of various technologies appropriate to higher education are required (course management systems, content management systems, telephony, calendaring, email, directory services, web, etc.).
- The ability to develop and deliver instruction is essential.
- The ability to supervise others is critical.

Amount of Experience Needed (Months/Years)

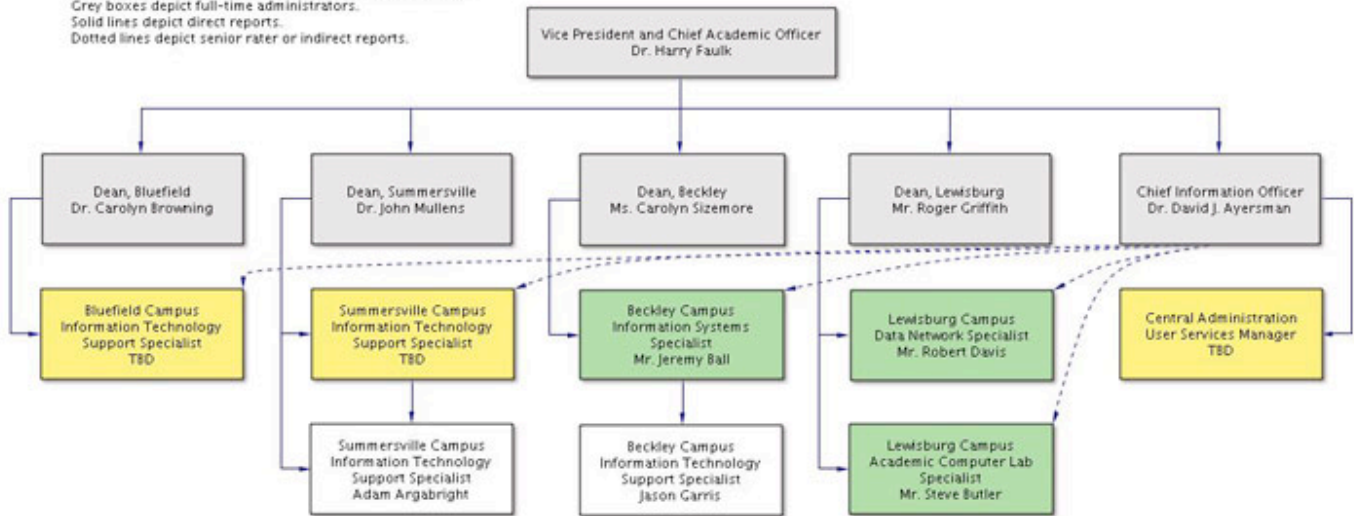
- 3-5 years

ORGANIZATIONAL REPORTING RELATIONSHIPS

- PLEASE ATTACH A FLOW CHART FOR YOUR ENTIRE DIVISION AND/OR DEPARTMENT TO THIS FORM. **FAILURE TO PROVIDE THIS FLOW CHART WILL RESULT IN A DELAY IN THE PROCESS!**
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NOTE:

Green boxes depict current full-time IT employees.
Yellow boxes depict requested IT positions to be filled later.
Grey boxes depict full-time administrators.
Solid lines depict direct reports.
Dotted lines depict senior rater or indirect reports.



DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the PIQ may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, students, other employees, or the general public.

EMPLOYEE GENERAL COMMENTS

You may add other information which would be important in understanding your job and which has not been covered in other sections of this form.

Employee's Signature

Date

SUPERVISOR COMMENT SECTION

This portion of the questionnaire is to be completed by the employee's immediate supervisor. As a supervisor, it is important that you review this questionnaire for accuracy and completeness and note any comments you may have next to the employee's responses and please initial. The space provided is for general remarks you may have. Remember, this questionnaire is intended solely for the purpose of accurately describing the position and not the person or her/his performance

Immediate Supervisor's Signature

Date