

NATIONAL SEARCH PROSPECTUS

Director of University Computing Solutions



Western Oregon
UNIVERSITY

THE OPPORTUNITY

Transformative Change

Western Oregon University is excited to recruit and welcome WOU's next Director of University Computing Solutions during a time of positive transformation. The Director of University Computing Solutions will have a career-defining opportunity to elevate the university's position as an accessible institution uniquely tailored to the needs of its diverse student body. Working in partnership with the university community, including University Technology Advisory Committee (UTAC), Western Oregon University's next Director of UCS will play a central role in defining the future of WOU's system infrastructure.

Inspiring Mission & Vision

WOU's mission statement and vision capture the core of its character and the essence of this leadership opportunity: "Western Oregon University creates lasting opportunities for student success through transformative education and personalized support." This ethos is amplified by WOU's strategic vision "to become Oregon's campus of choice for students, faculty and staff who seek a student-centered learning community." That, coupled with our commitment to serving historically underserved students, sets us up to make a real and significant difference in the higher education landscape.



Commitment to Diversity, Equity, Inclusion, Accessibility

With a student enrollment of nearly 25% Latinx and 37% students of color, the university has created space intentionally for diversity, equity, inclusion, and accessibility to reside at the forefront of the WOU experience. WOU is the first and only public university in Oregon to have formed a standing Board of Trustees committee on Diversity, Equity, Inclusion and Accessibility to ensure these values manifest at all levels. WOU's next University Computing Solutions Director will exemplify these values and incorporate them into their leadership. WOU is looking for equity-minded applicants who demonstrate a sensitivity to and appreciation for the complexity of the world. We draw our strength as a community from our variety of backgrounds, abilities, cultural experiences, identities, knowledge domains and means of expression. The success of all of Western's students demands a partnership between University Computing Solutions and current leaders in other areas at WOU.

The Director of University Computing Solutions will work within a positive environment of collaboration and exploration. We are ready to get some things accomplished, to implement new ideas and new vision focused on student success.

A robust Diversity Action Plan is in motion thanks to the tireless efforts of WOU's Diversity and Inclusion Advisory Committee (UDIAC). This Plan led to hiring WOU's first Executive Director for Diversity, Equity, and Inclusion, reporting to the President. WOU is expanding upon its long-standing outreach and service to underserved communities, including, but not limited to, students of color, rural students, veterans, LGBTQIA+ students, first-generation students, and returning adult learners. For decades, WOU has served these communities, including the sizeable Latinx population in the greater mid-Willamette Valley and beyond. Examples of WOU's commitments include the Multicultural Student Services and Programs (MSSP) Office, the Cesar E. Chavez Leadership Conference, an innovative Bilingual and Diverse Teacher Scholars program, a new Freedom Center inspired by student voices, and recognition as an Emerging Hispanic-Serving Institution (HSI). The President is committed to strengthening the ways we serve diverse students and is looking for another partner to join the university's team.



Academic Programs of Excellence and Distinction

WOU is changing the lives of students and contributing to the vitality of the State of Oregon through high quality, relevant, and unique academic programs. WOU's College of Education produces more teachers than any post-secondary institution—public or private—in the State of Oregon. The recently revised general education curriculum, with the liberal arts experience at its core, prepares students to succeed and thrive. WOU's largest majors—education, business, psychology, criminal justice, and exercise science—demonstrate the impact and reach of a public, regional, mid-sized comprehensive university. WOU enjoys a nationally recognized reputation in deaf and hard-of-hearing programs, including American Sign Language programs, and receives substantial grants for Deaf-Blind initiatives. WOU's new facility in Salem, Oregon is primed to facilitate degree completion, reach thousands of adult learners in the region, advance key graduate programs, and cultivate meaningful partnerships with the State and beyond. WOU is poised to seize upon growth opportunities, such as its interdisciplinary Masters program in Organizational Leadership and a new Criminal Justice graduate program emphasizing social justice. The Oregon Legislature recently granted WOU (and Oregon's two other regional universities) the authority to create professional doctorates, such as doctoral programs in Physical Therapy and Occupational Therapy.

Division of Finance and Administration



This position is located within the Division of the Finance and Administration and directs the department of University Computing Solutions.

The Division of Finance & Administration's mission is to support the university by providing a culture of leadership, innovative solutions, and efficiency through transparency, collaboration, and integrity.

The Division is led by the Vice President of Finance and Administration, Ana Karaman, Ph.D.

In addition to University Computing Solutions, the division also includes Accounting, Budget & Planning, Capital Planning & Construction, Campus Public Safety, Facilities, Bursar/Banner Security, and Treasurer.

The Finance and Administration Division is currently engaged in the fourth year of a 5-year strategic plan, in support of the university's overall strategic plan.



THE ROLE OF UNIVERSITY COMPUTING SOLUTIONS DIRECTOR

This position is located within the Division of the Finance and Administration and directs the department of University Computing Solutions. The department is responsible for campus-wide computing, network, telecommunications, and video production services. The operation of the department directly affects each of the institution's employees, students, and some members of the public. The department has twenty employees, excluding students and temporary hires.

The Director of University Computing Solutions is responsible for providing vision, leadership, integrative management, and direction for the University Computing Solutions (UCS) department, overseeing the university's shared and secured information systems, as well as institution-wide IT strategic planning, budgeting, and coordination and integration of all university IT matters across a growing institution with campuses in Monmouth, OR and Salem, OR. This is a hands-on position expected to be directly involved with system support and troubleshooting.



20% Leadership and Management

- Providing overall leadership, strategic direction, and operational management of Western Oregon University department of University Computing Solutions (UCS).
- Promoting a service-oriented culture that embraces change and fosters innovation to support the institution's overall mission.
- Establishing collaborative, supportive relationships across stakeholder groups by participating in a variety of university forums to identify university needs and work collaboratively with all stakeholders (university leadership, faculty, staff, students, and IT staff) to achieve departmental and university goals.
- Communicating clearly and effectively with all constituencies regardless of technical acumen, especially with regards to the value that technology can provide to the organization.

20% Infrastructure and System Management:

- Assessing and improving server virtualization, wireless networking, cloud services, business continuity and disaster recovery profile, identity and access control, and other areas. Maximizing ongoing operational capabilities including purchasing new and upgraded technology.
- Negotiating favorable IT contracts and relationships with external vendors, partner organizations and government agencies.
- Identifying, spearheading and negotiating opportunities for investment in all IT related areas that leverage technology and expand institutional capabilities while reducing expenses. This includes managing capital and operating investments in close coordination with academic and administrative leadership.
- Implementing and overseeing the institution's data and network security policies, practices and training in a decentralized yet highly regulated environment including confidential financial, FERPA and other protected data.
- Providing IT leadership for Capital projects, actively participating in IT technology decisions and vendor selection supporting the needs of building owners while demonstrating an understanding of UCS strategy and cost management.

15% Planning, Forecasting, and Sustaining:

- Collaborating with University Technology Advisory Committee (UTAC), academic, and administrative units to create a technology environment that provides the institution with a sustainable, competitive advantage.
- Designing and promoting IT system and technology replacement, maintenance and upgrade plans across the academic and administrative functions of the university.

10% Policy Development and Implementation:

- In collaboration with UTAC, establishing technology policies, standards, and guidelines for the university through a collaborative process with the community. Establishing measures to ensure adherence to policies, standards, and guidelines.
- Leads the development of cybersecurity and disaster recovery policies and plans, as well as other plans related to technology issues to ensure procedures are in place to address emergencies and safeguard university information and systems.
- Ensures compliance with state and federal legal requirements, such as those pertaining to copyright laws, FCC, privacy, FERPA, and other related regulations.

15% Personnel Administration:

- Directly supervises the IT management team and delegates authority to managers to supervise staff.
- Responsible for developing the skills of IT staff and structuring staffing levels and required work to ensure all staff are responsive to ongoing operational needs, rapid changes in technology, and evolving technology requirements of faculty, staff, and university administration.
- Serves as a role model to IT staff and supports the university's goals regarding affirmative action and equal employment opportunity

10% Budget Management:

- Ensures that IT has adequate resources in order to accomplish departmental and university goals.
- Participates and leads budget planning in support of strategic initiatives and services, taking into account the IT budget, technology fees, and other institutional funds.
- Analyzes budget models and costs of equipment, software, and other needs.
- Develops a funding plan in collaboration with the Budget and Planning Office and VP for Finance and Administration.
- Seeks external funding opportunities. Monitors the daily budget and purchasing activities following all guidelines, rules and regulations governing budgets and financial matters.

10% Professional Activities and Representation:

- Fosters and maintains regional partnerships; engages with the community, school systems, community colleges, cities, and counties that support the regional technology infrastructure as well as university academic initiatives involving technology.
- Meets quarterly with peers across Oregon Public Universities. Participates in activities with external higher education organizations, such as EDUCAUSE, to stay abreast of IT issues and strategies unique to higher education and to develop a community of interest with higher education IT colleagues.
- Develops contacts and liaisons with organizations in the technology industry (e.g. major vendors and corporations that provide technology solutions) to influence product and policy developments to benefit WOU interests.

QUALIFICATIONS & KEY ATTRIBUTES

Required Qualifications

- A combination of 1) education and 2) experience in information technologies management in an institutional setting that demonstrates competency in leading information technology for an institution. For example:
 - A Bachelor's degree from an accredited college or university in management information systems, computer science or related field and three years experience leading an IT team.
 - Previous budget management experience (e.g. developing, implementing, and assessing short and long range plans);
 - Strategic planning experience related to technology
 - Experience leading and supervising a team of professional employees
 - Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of a university community

Desired Qualifications

- Master's degree from an accredited college or university in management information systems, computer science or related field.
- Experience in higher education.

Desired Attributes

Knowledge of:

- Computer hardware and software, communications systems and networks and related technology
- Use and impact of technology on teaching and learning
- Use of technology to support administrative functions, including enterprise software systems
- Budget preparation and management
- Effective oral and written communication skills
- Effective interpersonal skills using tact, patience and courtesy
- Supervisory principles and practices

Ability to:

- Solicit constructive input from stakeholders with differing priorities and perspectives as part of the decision-making process
- Exhibit skills in systems analysis and design
- Keep apprised of and be responsive to changes in technology
- Demonstrate skills in project management
- Mentor, train, develop, supervise and evaluate the activities of others
- Communicate clearly and effectively verbally and in writing
- Establish and maintain effective working relationships with faculty, staff and College administration
- Perform consistently under the pressure of deadlines and other administrative demands and work cooperatively with others.

KEY ATTRACTORS TO THE ROLE

- An unprecedented opportunity to lead a critical university function through transformative change and have a meaningful impact on the lives of students, their families, the greater community, and state.
- Empowerment to create a new path, rather than simply modeling another institution.
- Working with talented, courageous, caring, curious and cooperative people who are open to continuous improvement and change.
- Immersion in a diverse campus community where students say they feel seen and heard by professors, peers, and staff – a community where there is a palpable sense of hope for the future.
- Enjoy the autonomy to bring your best ideas and create the ideal model within an environment where you will be listened to, heard, and affirmed.
- Further grow a team that continually delivers quality services and exceptional student experience, and advance an organizational environment of shared challenges, opportunities, solutions, and rewards.



Quality of Life - Monmouth

WOU's location in the mid-Willamette Valley also presents unique opportunities for the next Director of University Computing Solutions. Just west of the State Capitol in Salem, 63 miles south of Portland, 50 miles from the spectacular Oregon coast, and 100 miles from mountain recreation, the vibrant community of Monmouth is in the heart of Oregon's wine growing and hop growing region.

Monmouth and its connected city of Independence boast small-town charm with antique shops, local restaurants, galleries, and outdoor amphitheaters, community celebrations and musical performances, many of which are hosted on WOU's campus and Rice Auditorium. The cities are surrounded by miles of bike trails, mountains for hiking, and watersports such as canoeing, kayaking, and fishing on the Willamette River. Monmouth is known as a great place to host friends and raise a family. There is something in Monmouth for everyone.



WESTERN OREGON UNIVERSITY

Quick Facts

Year founded: 1856

Total enrollment: Fall 2022 - 3752

Number of undergraduate students: Fall 2022 - 3320

Number of graduate students: Fall 2022 - 432

Location: Monmouth, Oregon and Salem, Oregon

Miles from Portland: 63

Campus size (acres): 157

Number of majors: 46

Largest majors: Education, Psychology, Business, Criminal Justice, Exercise Science

Student-to-faculty ratio: 12:1

Average class size: 15

Acceptance rate: 92% (undergraduate)

Students receiving financial aid: 79% (all undergraduates)

Geographic origins of undergraduate students:

- In-state: 79%
- Out-of-state: 20%
- International: 1%
- Students of color: 36%

Athletics: NCAA Division II; Great Northwest Athletic Conference; Lone Star Conference (Affiliate Member, Football)



Key Web Links

The university's website is www.wou.edu.

WOU's current Strategic Plan—Forward Together—may be viewed [here](#).

WOU's Organization Chart may be viewed [here](#).

University Computing Solutions' Organization Chart may be viewed [here](#).

WOU Finance & Administration's website may be viewed [here](#).

WOU's Board Statement on Diversity, Equity, Inclusion & Accessibility may be viewed [here](#).



Accreditation

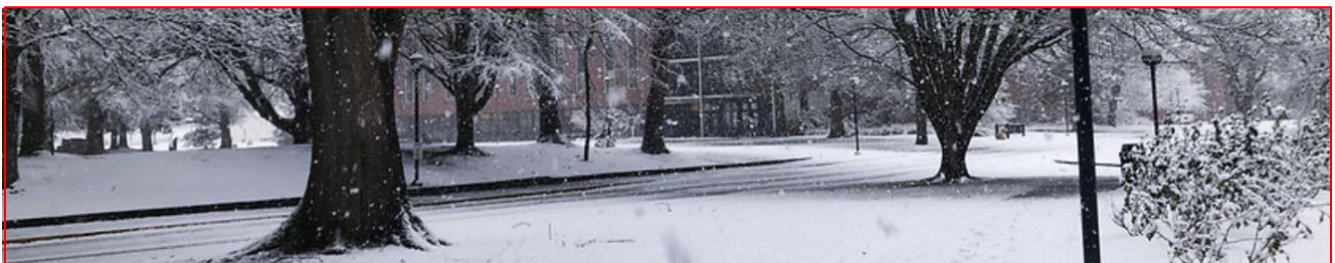
UNIVERSITY ACCREDITATION:

WOU is accredited by the Northwest Commission on Colleges and Universities (NWCCU).

PROGRAM ACCREDITATION:

Council for Accreditation of Educator Preparation (CAEP), the Oregon Teacher Standards and Practices Commission (TSPC), the Council for Accreditation of Counseling and Related Educational Programs, Commission on Collegiate Interpreter Education, and the National Association of Schools of Music (NASM).

NOMINATIONS & APPLICATIONS



While applications and nominations will be accepted until a new Director is selected, interested parties are encouraged to submit their materials as soon as possible to assure optimal consideration. Western Oregon University is committed to providing equal access and opportunity to employees, applicants for employment, and service providers.

WESTERN OREGON UNIVERSITY

Unclassified Professional Staff Position Description

Position Status

Incumbent's Name: TBD
Position Title: Director of University Computing Solutions
Department/Division: University Computing Solutions
Type of Appointment: 12 mo. 9 mo. Other
Contract Period: July 2023 to June 30, 2024
Supervisor: Vice President Finance & Administration

Program Information

A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.

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B. Describe the purpose of this position and how it functions within this program.

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Position Information and Qualifications

A. Description of Duties/Responsibilities:

List **major** duties assigned to the position. Note the percentage of time each listed duty is performed. Place an asterisk (*) by each duty that represents an essential function.

Percent of Time

Duties

20 Leadership and Management:

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- Develops contacts and liaisons with organizations in the technology industry (e.g. major vendors and corporations that provide technology solutions) to influence product and policy developments to benefit WOU interests.

B. Education and Experience:

- A combination of 1) education and 2) experience in information technologies management in an institutional setting that demonstrates competency in leading information technology for an institution.
- For example:
 - A Bachelor's degree from an accredited college or university in management information systems, computer science or related field and three years of experience leading an IT team.
 - Previous budget management experience (e.g. developing, implementing, and assessing short- and long-range plans);
- Strategic planning experience related to technology

- Experience leading and supervising a team of professional employees
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of a university community.

Desirable Experience:

- Master's degree from an accredited college or university in management information systems, computer science or related field.
- Experience in higher education

Knowledge of:

- Computer hardware and software, communications systems and networks and related technology
- Use and impact of technology on teaching and learning
- Use of technology to support administrative functions, including enterprise software systems
- Budget preparation and management
- Effective oral and written communication skills
- Effective interpersonal skills using tact, patience and courtesy
- Supervisory principles and practices

Ability to:

- Solicit constructive input from stakeholders with differing priorities and perspectives as part of the decision-making process
- Exhibit skills in systems analysis and design
- Keep apprised of and be responsive to changes in technology
- Demonstrate skills in project management
- Mentor, train, develop, supervise and evaluate the activities of others
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D. Decision Making:

Briefly describe the typical decisions expected from the incumbent of this position.

This position will make decisions on appropriate reports needed and training of individuals related to University Information Systems. The employee will recommend to the VP for Administration and Finance changes to office and campus policy, procedures, and practices as needed. Also recommends hardware and software needed to efficiently administer the campus network backbone and campus server cluster. See section A above for additional detail.

E. Additional Information:

List any additional information that would help describe the nature of the position. Attach appropriate Organizational Chart.

Typical office environment. Work before 8:00 a.m. or after 5:00 p.m. maybe necessary.

Employee Date

Supervisor Date