

Notes for Candidates

Associate Vice-President, Digital Strategies and Chief Information Officer



STANTON CHASE

Opportunity

**Associate Vice President, Digital Strategies
and Chief Information Officer**

**Position
Specification**

the Role

Primary Functions

The Associate Vice President Digital Strategies and Chief Information Officer collaborates alongside leaders at the highest level of the organization to develop, implement, and direct a digital strategy for all information technology initiatives at Thompson Rivers University. This position provides vision and leadership to the IT Leadership Team and is responsible for the planning and execution of initiatives that support the long-term objectives, mission, and vision of Thompson Rivers University.

Major Responsibilities

Leadership

- Collaboratively develop and provide overall leadership for the delivery of the University's digital strategy
- Provide thoughtful and proactive leadership to the Executive Team and the Information Technology Services (ITS) team, with a vision that encompasses its strengths, potential and excellence in information technology management
- Work with the ITS Team, and all staff to foster a supportive, healthy and collegial environment in which the team can be productive in delivering information technology services to the faculty, staff and students
- Provide mentorship and guidance for the ITS team and effectively delegate tasks and projects to foster growth and development within the team
- Represent and advocate for the needs of ITS department to the University
- Provide leadership to the IT team through coaching, mentorship, guidance and modeling key behaviours or strategies. Encourage open dialogue and provide guidance and advice to facilitate resolutions to ensure a cohesive team and optimize the performance of the department. Work with the IT team to establish personal and departmental goals and manage timelines associated with their fulfilment.
- Contribute to and promote a safe, respectful and inclusive work environment and culture adhering to University policies and procedures. Participate in, and ensure the team participates in, training programs (mandatory or voluntary) in areas of indigenization, equity, diversity and inclusion.

IT Governance and Portfolio Management

- Lead a governance structure that aligns IT initiatives with TRU priorities while balancing resource constraints (human and fiscal) and risks to optimize IT investments (The IT Portfolio). This governance process will produce an annual IT plan and budget integrated with TRU's integrated strategic planning process.
- Oversight and accountability for the selection, acquisition, development, installation, maintenance, and support of information technology for the University.

- Lead and manage, in conjunction with leaders, the IT project approval and selection process.
- Ensure that all initiatives in the IT portfolio have clear business goals and success metrics. Monitor and report on the performance of the IT portfolio including actual vs. expected results, budgets, and project duration. Manage and mitigate risks within the IT portfolio to avoid or minimize impact.
- Oversee relationships between the University's IT resources and external entities (e.g. government, vendors, researchers, City of Kamloops, BCNET, CUCCIO and other organizations).
- Utilize service management frameworks (COBIT, ITIL) to ensure IT governance.
- Support for academic technology planning through participation and collaboration on Senate Instructional Support Committee, and Educational and Administrative Technology Advisory Committee (EATAC), as well as other committees and councils as required.

Operations Management

- Oversee, plan/design, organize, coordinate, and direct the activities of the ITS Divisional Departments:

Technology Services	Server administration and maintenance, cloud storage, active directory with single sign, on Microsoft Azure
Network Services	Switches, cabling, firewall, learning management systems, telephony, media services
Enterprise Systems	ERP systems, web, software development, systems analysis, database management
IT Client Services	IT Service Desk, student labs, desktop support, ancillary devices devices
Information Security	Incident response planning, disaster recovery planning, business continuity planning, privacy impact assessments, data governance, identity and access management
IT Administration	Vendor contract coordination and oversight, divisional staffing, and general office administration
IT Project Management Office	Leading projects, project intake, requirement gathering, business cases

- Provide IT Services for TRU campuses including Kamloops, Williams Lake, Regional Centers, Open Learning, Residence IT Support, TRUSU, and other support contracts.
- Understand application architecture and technical infrastructure of all critical information systems and regularly assess to keep our systems aligned with ITS & TRU's vision and direction.
- Collect and report service metrics and key performance indicators.
- Develop digital strategies and plans for the technical infrastructure and application architecture for the University that includes standards and protocols for data exchange, communications, software, hardware, information security, and interconnection of information systems.
- Establish and maintain a service oriented, customer focused IT function that supports ongoing operations that drive efficiency, quality, customer service, and growth. Develop, maintain, and periodically review/revise service level agreements and manage to agreed upon performance levels for application availability, response time and network performance.
- Ensure that enterprise information systems operate according to University policy, external accrediting agency standards and legal requirements.

- Ensure the protection of IT assets and the integrity, security and privacy of information entrusted to or maintained by the University.
- Develop and maintain incident response, disaster recovery, and business continuity plans to ensure timely and effective exploit containment, restoration of systems and data, and restoration of IT services in the event of a disaster.
- Enforce compliance of IT policies and investigate/contain incidents of non-compliance. Support IT leadership to develop and maintain policies, procedures and protocols in a timely manner.
- Identify and implement formal training and education throughout the ITS Division.
- Work with other TRU leaders in a continuous effort to identify where ITS can provide positive impact and value added changes to processes, roles, and University governance structures.
- Frequently and effectively, communicate the IT vision and plans throughout the University. Use targeted communications that are appropriate to the various stakeholders. Build excitement around the planned changes and understanding for the selected priorities.
- Ensure IT Services has and maintains a communications plan for the timely, accurate, and periodic dissemination of critical information to the appropriate stakeholders during planned or unexpected system downtimes and outages.

Reporting

The Associate Vice President, Digital Strategies and CIO will lead a team of approximately 55 IT professionals including 7 direct reports. This position reports to the Vice President, Administration and Finance.

Opportunity

**Associate Vice President, Digital Strategies
and Chief Information Officer**

**Individual
Specification**

the Person

The AVP, Digital Strategies and CIO will utilize a blended approach to the practical application of Information Technology combined with a naturally strategic style in dealing with team, peer, technical, external and executive relationships. This person will have a strong client service orientation that is integral to the overall success of the university enterprise. To successfully direct and manage the achievement of the plan, particular characteristics and skills are key for success;

- Broad technical knowledge and skills, with ability to demonstrate thorough knowledge and understanding of current digital strategies and emerging technologies.
- Significant experience in all aspects of information technology planning, development and implementation.
- Experience in a Banner environment.
- A track record in successfully working with complex multi-campus organizations including large project implementations and effective change management skills.
- Excellent interpersonal and leadership skills with the ability to establish and maintain effective working relationships at all levels of the University.
- Highly motivated, enjoy challenges in a fast-paced, highly evolved environment.
- Familiarity with higher education environments, their critical issues and challenges.
- Business savvy with proven ability to effectively work with other Executives to achieve key business and technology goals.
- Demonstrate a passion for the Student and Faculty experience at TRU. You're as thoughtful about the Student and Faculty as you are about technology and what it can do.
- Proven organization skills including preparing management reports, presentations and action plans.
- Proven strengths in team building, oral communications and meetings management.
- Demonstrate the enthusiasm, willingness and commitment to provide coaching and mentorship to others.
- Demonstrate the personal interest and ability to search, investigate, evaluate and present for consideration; innovative ideas to create new opportunities to help TRU accelerate the achievement of its long-term objectives, mission and vision.
- Is capable of defining and accomplishing strategies and tactics that will influence and support achievement of TRU long-term objectives, mission and vision.

Education Requirements and Length of Experience

- The position requires a degree, preferably at the Master's level in a relevant discipline.
- Ten plus years' progressive experience with IT strategic planning, fiscal responsibility, and people leadership including professional experience in higher education.

Recruitment Process

All applications will be acknowledged. A selection committee will meet to consider applications and Stanton Chase will advise all applicants if they have been selected for a preliminary interview.

The selection committee will agree to applicants that have been short-listed and candidates will be informed. Further assessments for those selected candidates will be confirmed.

How to Apply

If you are interested in being considered for this opportunity, please examine the Position and Individual specifications to assess the suitability of success for your candidacy.

By applying for this position, you consent to the collection, use and necessary disclosure of the personal information provided during the application and selection processes.

Applications can be sent to; Christine Fisher at c.fisher@stantonchase.com
or
Ward Garven at w.garven@stantonchase.com

Queries

If you have any queries on any aspect of the position, recruitment process, need additional information or wish to have an informal discussion, please contact Ward Garven or Christine Fisher at 403 262 6780. Stanton Chase will respect the privacy of any initial approach or expression of interest in this position.

Stanton Chase

Stanton Chase is a leading global retained executive search firm. With proven expertise in key sectors of the global economy, it has nine specialist practice groups that operate as international teams. Stanton Chase is owned by its partners who take individual responsibility for delivering outstanding quality for each assignment. Stanton Chase is a member of the Association of Executive Search Consultants.

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Thompson Rivers University is a comprehensive, learner-centred, sustainable university that serves its regional, national, and international learners and their communities through high quality and flexible education, training, research and scholarship. TRU values the creation and dissemination of knowledge to promote student success. With a mandate and comprehensive slate of programs unique in British Columbia, TRU enables students to reach their goals through many paths to learning, an applied research-informed approach and a supportive, inclusive environment.

It's good to be here

Students are empowered to reach their goals with on-campus and online learning options, individualized student services, hands-on learning opportunities, and a diverse, inclusive environment.

watch the [Thompson Rivers University Campus Tour](#)

A modern University

TRU provides diverse, open, and flexible learning environments where research, creativity and innovation thrive. TRU continues to strengthen their commitment to local and regional communities and to meeting the changing educational needs of Canada and the global community.

learn more at www.tru.ca

Student success is the priority at Thompson Rivers University. Students are empowered to reach their goals with flexible learning options, individualized student services, hands-on learning opportunities, and a diverse, inclusive environment.

Since 1970, TRU has taken pride in providing an excellent education to every student from a wide variety of backgrounds and perspectives, at various stages of the learning journey. TRU serves more than 25,000 students on campuses in Kamloops and Williams Lake, and via distance or online courses and programs through Open Learning.

From traditional academics to trades, from certificates to graduate degrees, TRU offers over 140 on-campus programs and 60-plus Open Learning programs. Students apply what they learn in co-op work terms, study abroad, undergraduate research, field schools and practicums, service learning and other opportunities — with guidance and mentorship by our accessible faculty. Research, creation and innovation thrive in an open, flexible learning environment. And so do their students.

Destination TRU

Thompson Rivers University boasts a fifty-year history of providing innovative and responsive post-secondary education with a range of educational experiences, including skills upgrading, vocational accreditation, academic undergraduate and graduate degrees, delivering programs on campus, on-line, or through a blending of these modalities in a manner unparalleled nationally and internationally. The TRU community takes particular pride in providing access to non-traditional learners while maintaining a high standard of academic excellence. Additionally, the engaged and scholarly faculty prides itself on providing students at all levels with intellectually challenging environments. Academic excellence and social mobility are equally important values at TRU. Graduates of Thompson Rivers University programs reflect these strengths: whether pursuing graduate studies, training in professional schools, or entering the workplace, TRU alumni have a track record of success. The TRU Academic Plan lays the foundation for maintaining these strengths and guiding TRU's future growth across all areas of the institution.

Over the next five to ten years, TRU will establish itself as a Destination Campus for local, regional, national and international students by providing a standard of educational excellence in the context of: attracting and supporting academically high achieving students; supporting the social mobility of students; continuing to provide access for non-traditional students; providing access to learning for a wide variety of students, including mature/returning students, first-generation learners, and students at our regional centres; providing flexible and alternative learning models and opportunities; and fostering excellence in undergraduate and graduate education. The Academic Planning Process is critical to achieving these goals.



Many paths to learning

TRU's open access to campus, online, distance, and blended learning modalities enables students to find academic success on their own terms, in a style that meets their diverse needs. From ESL and apprenticeship programs, to Bachelor's and Master's degrees, TRU offers more than 140 on-campus programs and more than 60 Open Learning programs in Arts, Science and Health Sciences, Trades and Technology, Tourism, Adventure, Business and Economics, Education, Social Work, Nursing and Law.

Thompson Rivers University Campuses

In Kamloops, from the Secwepemc word for "meeting of the waters", the main campus overlooks the junction of the North Thompson and South Thompson rivers, from which the university gets its name.



TRU campuses also welcome the community with conferences and events such as the Canada Summer Games and the Kamloops Marathon, and opportunities to learn through continuing education and visiting speakers like John Ralston Saul, Peter Mansbridge and Margaret Atwood.

Approximately 14,000 students study on campus at TRU-Kamloops and TRU-Williams Lake, while another 11,000 students enroll annually in distance and online courses and programs. Another 1,100 take courses through TRU's 5 regional centres in Ashcroft, Lillooet, 100 Mile House, Clearwater and Barriere.

45% of TRU students on campuses are between the ages of 19 and 24, while the average age of a TRU-OL learner is 30. On campus, the male/female student ratio is almost 50/50, while at TRU-Open Learning (TRU-OL), two-thirds of the students are female. TRU-OL survey data shows that 73% of OL students work either full or part time, and 29% report having children living at home.

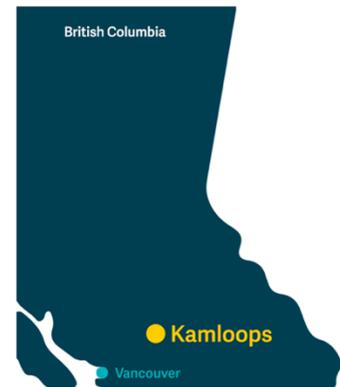
Aboriginal students make up 9.2% of the student population on our campuses, with 2,378 Aboriginal students registered. TRU has 3,500 international students, the top ten countries of origin being: China, Saudi Arabia, India, Taiwan, Japan, the Russia Federation, Nigeria, South Korea, Hong Kong and Germany. Also, there are currently more than 1,000 students enrolled in TRU programs delivered at partner institutions in China, India, Malaysia, Singapore, and Thailand.

Kamloops

Located in the Sahali area on the city's southwest slopes, TRU is walking distance from commercial districts and residential areas, and next door to Kamloops' largest recreational facility, Tournament Capital Centre. A wide variety of outdoor adventures and cultural events are minutes away, year-round. A hub for travel east, north, or south, Kamloops is 1.5 hours from Kelowna, 3.5 hours from Vancouver, and a day's drive from Calgary, Prince George, Victoria or Seattle.

Williams Lake

In the heart of the Cariboo, students can begin study in academic programs, or in various career and trades program options.



University Initiatives



Indigenization and The Coyote Project

Following up on the Truth and Reconciliation Commission's recommendations, TRU is taking steps to make the university as inclusive and welcoming to Indigenous people as possible. There are Elders on campus in Kamloops and Williams Lake, mentoring programs and gathering places. The Coyote Project is a two-year campus wide effort to enhance and accelerate indigenization in ways that have meaningful impact.



Nursing and Population Health Building

TRU will address a shortage of skilled health care professionals to meet the needs of diverse populations by expanding seats and programming through a new \$30.6 million Nursing and Population Health building. The state-of-the-art, 4550 square meter (49,000 square feet) facility will house the Health Care Assistant program, the Bachelor of Science in Nursing and the new Master of Nursing and Master in Nursing, Nurse Practitioner and enable development of new certificate programs.



The Reach Neighbourhood at TRU

The Reach is a mixed-use development at TRU designed to create a university village with a walkable lifestyle. Development is underway on a 250-hectare Kamloops campus to create a university village known as The Reach Neighbourhood at TRU. The Reach is developed by the Thompson Rivers University Community Trust (TRUCT).



Accreditation

Two years ahead of schedule, TRU has been granted accreditation at the associate, baccalaureate, and master's degree levels and is compliant with the standards, policies, and eligibility requirements of the NWCCU.



Academic Plan

TRU's Academic Plan ensures students have access to a research-informed education and our communities have access to the benefits of scholarly, research and creative activities to solve community problems and enrich community life. The varied ways in which TRU is implementing the Academic Plan reflect its five guiding principles: inquiry-based and creative learning; interdisciplinary studies; intercultural understanding; flexible learning options; and life-long learning.



Strategic Enrolment Management (SEM)

SEM is a process designed to achieve and maintain optimal recruitment and retention of students within the academic context of the institution. It is an institution-wide responsibility touching on all aspects of the student experience to support TRU's mission and student success. The Early Alert program for at-risk students, launched in 2016, is one of several new retention initiatives.

Governance

Governance at TRU is divided into three bodies responsible for corporate and academic decision-making. The Board of Governors makes decisions on such matters as property development, labour and finance. The Senate and the Planning Council for Open Learning make decisions on such matters as curriculum, credentials, admissions and educational policies. The composition, powers and duties of each governing body are legislated by the Province of British Columbia in the Thompson Rivers University Act.

Board of Governors (Corporate Decisions)

The Board of Governors is responsible for the management, administration and control of the property, revenue, business, and affairs of the University except those affairs vested in the Senate or the Planning Council for Open Learning.

Senate (Academic Decisions)

The Senate is responsible for the academic affairs of the University. It sets criteria for awarding credentials, curriculum content, admission qualifications and education policies and procedures.

Planning Council for Open Learning (Distance and Online Learning)

The Planning Council for Open Learning sets the admissions and residency requirements for courses, programs and credentials offered through TRU's Open Learning Division.

Administration (Office of the President)

TRU is a public post-secondary institution, funded by the Province of British Columbia through the Ministry of Advanced Education, Skills and Technology. The Thompson Rivers University Act legislates the leadership of the university, including the powers, duties and offices of the president. The President holds the offices of Vice-Chancellor, member of the Board of Governors and Chair of the Senate.

The President and Vice-Chancellor is the chief executive officer, responsible to the Board of Governors and Senate for the supervision of TRU's administrative and academic work. Advising and reporting to the President are the Provost and Vice-President Academic and Research, the Vice-President Administration and Finance, the Vice-President University Relations, the Office of the General Counsel and Secretariat, the Vice-President International, the Vice-President Research and the Special Advisor to the President on Indigenous Matters.

NWCCU Accreditation

TRU is accredited by the Northwest Commission on Colleges and Universities (NWCCU) at the associate, baccalaureate, and master's degree levels.

Accreditation of an institution of higher education by the NWCCU indicates that it meets or exceeds criteria for the assessment of institutional quality evaluated through a peer review process. An accredited university is one which has available the necessary resources to achieve its stated purposes through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation.

Accreditation by the NWCCU is not partial but applies to the institution as a whole. As such, it is not a guarantee of every course or program, or the competence of individual graduates. Rather, it provides reasonable assurance about the quality of opportunities available to students who attend the institution.