OPPORTUNITY PROFILE

Chief Information Officer

Lakehead University
**THE ORGANIZATION: LAKEHEAD UNIVERSITY**

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. At both campuses, Thunder Bay and Orillia, the faculty, staff, programs, and services team up to provide an extensive range of learning choices and alternatives that offers an unbeatable combination of quality education at the undergraduate and graduate levels. The University promises the total university experience, a blend of academic excellence and opportunity with a rich variety of social and recreational activities. They also promise excellence in research: Lakehead is the proud host to 9 Canada Research Chairs and revolutionary facilities such as their world-renowned Paleo-DNA Laboratory and their Bio-refining Research Institute. Lakehead University is dynamic, modern, and highly learner-centered; they acknowledge all of their students as valued leaders of tomorrow, whose education and success are most paramount to the institution.

**Vision:**
To provide a transformative university experience that is far from ordinary.

**Mission:**
To be recognized as an innovative comprehensive university that provides an education that is about how to think, not what to think.

**Beliefs:**
The University believes their students make Lakehead University different. They believe their students want an innovative comprehensive university where they have the highest chance of success. They believe that their students have the passion and drive to realize their dreams and succeed. They believe that their students want the intellectual freedom to pursue the unconventional. Lakehead University believes in the diversity that comes from their students of many cultures and many nations. They believe their students are passionate about both their own individuality and their communities. Lakehead University believes in their students.

To learn more, visit: [www.lakeheadu.ca](http://www.lakeheadu.ca)

**THE CITY OF THUNDER BAY**

Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. Thunder Bay has four Sister Cities through which economic development, education, friendship, goodwill, education, and tourism are promoted (Duluth, Minnesota; Gifu City, Japan; Little Canada, Minnesota; and Seinäjoki, Finland). The City of Thunder Bay values our high quality of life and promotes a clean, green, beautiful and healthy community that provides economic opportunity, respects diversity and provides affordable and safe neighborhoods that are accessible to all. The 4th Annual Demographia International Housing Affordability Survey ranked Thunder Bay number one out of 227 international cities in Major Urban Markets for affordable housing. Thunder Bay is the largest community on Lake Superior with a population of 109,140; it is the most populous municipality in Northwestern Ontario.

Today, Thunder Bay is one of the most dynamic "Cultural Capitals of Canada". This distinction is awarded by the Government of Canada to recognize and support Canadian municipalities for special activities that harness the many benefits of arts and culture in community life. The vitality of Thunder Bay's arts and heritage community is celebrated through a variety of performances, programs, exhibitions, festivals and events year-round. From provincial and national sporting championships, to the Blues Festival, National Aboriginal Day and Festa Italiana, Thunder Bay loves to celebrate the best of music, culture and sport.
THE OPPORTUNITY: CHIEF INFORMATION OFFICER

Reporting directly to the Vice-President, Administration and Finance, the CIO is an organizational leader who has the institutional responsibility and mandate to provide strategic insight, leadership, direction regarding Information Systems and Technology strategies and matters to further the University’s mission and vision.

This position is accountable to deliver Information Systems and Technology across the entire University in order to support faculty, staff and students for both Thunder Bay and Orillia campuses. The CIO develops, implements and administers technology plans to manage the university’s IS/IT needs, and sets direction for staff to deliver seamless technology for the success of the University. Key areas include: technology-enabled learning on both campuses and in Lakehead’s virtual classrooms, Resource Planning (ERP), network connectivity data networks, VoIP server farms, data center, helpdesk, desktop operations, classroom technology, multimedia voice and video, technology business continuity plan and implementation, emergency mass notification, Technology Hardware and software RFP, and procurement.

Direct reports:
Manager ERP Support; Manager Data, Voice, Multimedia; Manager Server, Desktop & Client Services; Administration Assistant. (CIO will: Set direction; set accountabilities; provide guidance; measure results; project management; monitor customer service measures; and provide employee guidance.)

Indirect reports:
Multimedia, Data, Voice and Video, Infrastructure, Network Operations, Desktop services, Helpdesk, Data Centre Operations, Server Techs, ERP System Programmers, Security Specialist and HPC Programmer. (CIO will: Set direction; monitor customer service results and employee satisfaction; and provide training).

Other:
Executive Team, Student services, senior management, faculty, department heads, and Senate standing Committees as required. (CIO will: Provide guidance in the selection of technology/recommend solutions).

Key Result Areas and Accountabilities:

IS / IT Infrastructure & Business Continuity:
- Oversee and implement the configuration of core technology infrastructure end to end.
- Development and implement IS/IT infrastructure technology to meet university strategic plan.
- Ensure connectivity with external suppliers.
- Director and implement security technology to protect university technology and assets.
- Negotiate with technology suppliers (hardware & software) agreements for all services.
- Configuration of network for business continuity.

Technology systems, applications to University community:
- Oversee the planning, delivery, implementation of systems and software applications for all business applications (finance, HR, student services, advancement, faculty, staff, teaching and learning, distance education).
- Research applications as part of the national research network.
- Desktop hardware and software delivery and standardization.
• Support development of innovative technological approaches to a wide range of pedagogical initiatives
• Implement and maintain classroom technology.

Financial/Budget:
• Manage a budget of $3.5M.
• Manage total University Technology assets.
• Negotiate technology contracts with various suppliers.
• Negotiate and manage connectivity with suppliers.
• Manage departmental productivity and efficiencies.

Provisioning and Service Assurance:
• Oversee the provisioning and service assurance of classroom technology.
• Oversee the delivery of technology products and services for staff, faculty and students.
• Oversee the delivery of products and services for daily seamless operation of University business as it relates to technology.

Employees:
• Direct the hiring of technical staff as it relates to all technology departments including management.
• Ensure health and safety practices are adhered to throughout the department.
• Set business accountabilities for TSC employees to deliver products and services.
• Manage employee relationships.
• Approve employee training plans.

THE PERSON

Required Qualifications
The ideal candidate will possess the following qualifications and experiences:
• Formal education in technology systems/applications and/or business administration – college or university.
• Minimum 3 years’ hands-on technical experience in network, data, voice, business systems.
• Minimum 5 years’ management experience responsible for a multifunction technology operation in a complex organization.
• Understanding of and ability to configure technology infrastructure.
• Experience with developing technology departmental business plans.
• Human resources development experience.
• Understand budgeting with an integrative approach for the benefit of the Institution.
• Experience developing and implementing provisioning and assurance plans for a multi-technology operation.
• Experience working in Higher Education preferred

Competencies and Personal Characteristics

Leadership – Ability to establish and communicate a strategic vision for university information systems and technology in order to advance Lakehead University’s strategic priorities and plans. Set clear personal standards for quality of work. A change manager, with a collaborative approach that motivates, inspires and guides people to achieve operational excellence. Results focused, with an innovative and continuous improvement mindset, not content with status quo, respectfully challenging others to think creatively. Ability
to establish and monitor achievement of performance measures in a structured yet flexible manner to accomplish wider University objectives. Able to make appropriate evidence based recommendations both internally and externally with a solutions orientation.

**Interpersonal and Communication Skills** – Possess emotional intelligence and high integrity. Ability to communicate effectively with internal and external stakeholders, both informally and formally. Ability to present facts clearly and logically to support an argument. Consultative, with a willingness to learn and to seek advice from others, but with the strength to make a final, well informed decision. Naturally builds relationships based on effective listening and actively engages with people both internally and externally. Especially able to communicate technical information clearly and concisely

**Politically Astute** – Has the necessary understanding of political and environmental culture and how the differing forces of the University environment will provide challenges to a demanding decision making process. While being driven for success, the successful candidate will be mindful of the fact that colleagues are also influential in their own right.

**Committed to Personal Excellence** – Will continuously seek to stay current to be at the leading edge in the IS/IT field, especially as relating to an academic institution. Strong awareness of evolving and emerging technology trends and developments. Has an honest, open and consistent approach to working with others.

**COMPENSATION**

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed further in a personal interview.

**FOR INFORMATION PLEASE CONTACT:**

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