WCU
WEST CHESTER UNIVERSITY

Leadership Profile

West Chester University

Executive Director, Enterprise Services

This search is being assisted by:

ACADEMICSEARCH

WEST CHESTER UNIVERSITY
EXECUTIVE DIRECTOR, ENTERPRISE SERVICES

West Chester University (WCU) of Pennsylvania requests nominations and applications for persons to serve as its *Executive Director, Enterprise Services.* This position reports directly to the Vice President for Information Services and Technology and provides strategic leadership and effective management of the University's enterprise services in support of its mission and goals. The Executive Director will direct and lead Enterprise Services within the Information Services & Technology Division, overseeing multiple functions including Student Information Systems, CRM, Document Management, Web Services, and Data Warehouse. The Executive Director will work collaboratively with senior leadership, deans, faculty, staff and students to create an environment that is highly responsive and service oriented.

The University

Founded in 1871, West Chester University of Pennsylvania is the largest of the 14 public institutions in the Pennsylvania State System of Higher Education (PASSHE) and the fourth-largest university in the Philadelphia area, with a current enrollment of more than 17,500 students. Two decades of stable growth provide the base for the University's continued upward trajectory.

The University currently offers more than 180 undergraduate and graduate study options, including 4 doctoral degree programs, taught by 729 full-time and 247 part-time faculty, with academic programs in the arts and humanities, business and public management, the sciences and mathematics, education and social work, visual and performing arts, and the health sciences. A learning centered institution, WCU boasts a 19:1 undergraduate student to faculty ratio and encourages students to participate in experiential learning and research opportunities. The University offers a selection of undergraduate courses as well as a number of master's and doctoral degrees fully online, helping to meet enrollment demands. Distance education at WCU has continued to grow very significantly in each of the past several years.

West Chester University is among the top comprehensive regional universities in the United States. Kiplinger magazine cites that WCU is the 14th best value in the entire country among universities with tuition under $30,000. In addition, U.S. News & World Report has consistently rated WCU as one of the top regional universities in the north, a top public university in the north, a top university for veterans, and also ranked the MBA program as one of the best online MBA programs in the country. In the fall of 2019, WCU will welcome its first engineering program on campus with the launch of Biomedical Engineering. To meet the needs of this new program as well as the needs of students across campus, the University is building the Sciences and Engineering Center and Commons, a major new campus building with classrooms, meeting spaces, and a new, expanded dining experience.

The University also sponsors one of the nation's largest NCAA Division II varsity programs, with 24 intercollegiate men's and women's sports. WCU won four conference championships this

past academic year: men's golf, field hockey, men's swimming, and women's swimming; sent 12 teams to NCAA tournaments; had the highest ranking overall record in the conference for the 4th time in six years; and sent the women's softball team to the NCAA finals.

WCU also serves its students and local community with speech/hearing and reading clinics, a planetarium, the library, and an extensive music library. The University provides unrivaled cultural opportunities to the residents of Chester County and beyond. The performing and visual arts are among the best in the country. Last year, more than 100,000 people attended music, theater, dance, art and other cultural events on campus.

West Chester University is accredited by the Middle States Commission on Higher Education (MSCHE), and its programs are accredited by 20 individual accrediting bodies, including AACSB. The University's professional education programs are accredited by the Council for the Accreditation of Educator Preparation (CAEP) and approved by the Pennsylvania Department of Education (PDE). Recognized education programs are accredited by an additional nine organizations.

WCU's additional location in Center City Philadelphia offers the best aspects of the quality, affordable educational opportunities that West Chester University is known for, along with the accessibility and convenience that come with being in the heart of a major city. Programs offered at the Center City Philadelphia location include bachelor's degrees in Business Management, Nursing, and Social Work, as well as master's degrees in Criminal Justice, Public Administration (fall 2019), and Social Work.

The Community

West Chester University is located in Chester County, which has the highest ranked per capita income in Pennsylvania. This area combines the best of enjoyable daily living with easy access to the full spectrum of country and city attractions. The main campus is located a short walk from downtown West Chester, PA, a historic community that offers small-town charm with

cosmopolitan flair. The town features many shops, restaurants, festivals and attractions, and is within a short distance to the major metropolitan areas of Philadelphia, Wilmington, Baltimore, Washington and New York. The town and county offer excellent school districts, and a wide variety of civic and cultural activities. For more information on the Borough of West Chester, see: http://www.west-chester.com/ and for information on Chester County, see: http://www.chesco.org/.

The Information Services & Technology Division

The primary role of the WCU Information Services & Technology Division (IS&T) is to support student success through strategic information technology and partnership with the entire University community. IS&T supports over 200 teaching and learning spaces with the latest multimedia equipment, over 80 campus computer labs, two on-campus active data centers, and an enterprise grade wireless infrastructure that covers 99% of campus classrooms, labs, and resident halls. The core services include: Enterprise Services, Educational Technology and User Services, Distance Education Services, Infrastructure Services, Information Security, and a Project Management Office. In addition, the division hosts a major annual conference, RECAP, which showcases the use of technology to enhance teaching and learning in higher education. The conference is open to all PASSHE faculty, as well as to local area higher education institutions. The division is supported by multiple budgetary sources, including a student-paid technology fee, distance education fee, long-range planning budget and departmental operating budgets. The University wishes to have the Information Services division continue to operate at the leading edge of university services, with a strong customer service orientation to facilitate teaching and learning, research, student life, and administrative needs with state-of-the-art technologies. Further information about the division may be found at: http://www.wcupa.edu/infoservices/.

The Position

Under the general supervision of the VP for Information Services & Technology, the Executive Director, Enterprise Services will direct and oversee Enterprise Application Services and Web Services within the Information Services & Technology Division for West Chester University. Enterprise Application Services includes academic and administrative university applications, both on premises and in the cloud, while web services include the full development and management of the primary and authoritative WCU web presence and intranet services supporting University business. In addition, the Executive Director will be a member of IS&T Senior Staff and a highly visible senior team member. The Executive Director will also serve as one of the primary contacts for IT response during campus emergencies, and will be responsible for seeing that crucial, time-sensitive information is made available on the web.

The Executive Director oversees a staff of 15 full time technical staff members and is responsible for:

- **Setting strategic direction** – For Enterprise Services, tracking the evolution of services to meet university needs, recommending new areas to be addressed and recommending the sunsetting of legacy services.
- **Advising VP** – Serving as one of a small group of the most senior advisors to the VP for IS&T on a broad range of Division matters.
- **Meeting with campus contacts**– Serving as a senior contact of the division and primary contact for Enterprise Services to Cabinet, Deans, Associate Deans, Associate VPs and other senior University personnel.
- **Managing projects** - For Enterprise Services, manage major department projects in ways consistent with Divisional goals. Provide direction and support to newer programs, such as Enterprise cloud services. Delegate projects and, in some cases, strategy development, to senior team members. Coordinate in ongoing ways with leadership in other parts of IS&T Division.
- **Managing vendor relationships –** For Enterprise Services, manage key vendor relationships. Keep abreast of product offerings and changes. Advocate for WCU and IS&T with key vendors. Of particular importance will be the expanding set of Enterprise cloud services and professional services arrangements.
- **Managing budgets, tracking costs** - For Enterprise Services, manage department budgets and track costs in ways consistent with Divisional goals.
- **Other duties as assigned**– Recognizing the dynamic nature of IT and Higher Education, be prepared to take on ad hoc projects and duties as assigned by the Vice President for IS&T.

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Minimum Qualifications:
- Bachelor's Degree in information technology, computer science, management information sciences, or related discipline expected. Master's degree preferred.
- A minimum of five years of progressively responsible experience in a leadership role related to information technology.
- Demonstrated ability to identify, plan, carry out and delegate the work essential to achieve a strong and effective customer-oriented environment.
- Demonstrated ability to mentor and coach staff, and to articulate strategic direction.
- Senior level management experience in systems analysis and application development.
- Knowledge of Student Information systems.

Desired Qualifications:
- Knowledge of current and emerging best practices related to: technology application in student information systems, enterprise data warehouse and related ERP systems, management and leadership of administrative support areas. Experience in web-based enterprise systems.
- Strategic thinker, thoughtful listener, strong communicator, diplomat, and team player with unquestionable integrity.
- Ability to translate campus functional requirements in the Enterprise Services areas, as expressed by campus contacts, into practical, sustainable, and cost-effective technology projects.
- Expertise in developing and implementing strategic system roadmaps to support student recruitment and retention.
- Expertise and capacity to advise the VP for IS&T on matters related to Enterprise Services and matters of importance to IS&T and WCU.
- Consensus builder with vision, patience, flexibility, and the ability to engage very smart people in difficult and challenging decisions.
- The knowledge and understanding of IT and the ability to forecast new technology development and the relevant future uses of new services and technologies within an environment of teaching, research, administrative educational support and administrative systems.
- Demonstrated record of success in working effectively with external stakeholders, such as businesses, sponsors, partner/peer entities, and parent/system organizations, to develop external sources of support and for assistance in implementing entrepreneurial projects, all in support of entity goals and objectives.

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Compensation and Benefits

West Chester University offers an excellent benefits and compensation package. Basic information about benefits for this position—including tuition waivers and retirement plans—may be found at: https://www.wcupa.edu/hr/benefits/nonRepresented.aspx and WCU personnel will be glad to provide further information about benefits and compensation to candidates as the search progresses.

APPLICATION PROCEDURE

Academic Search, Inc. has been retained to assist WCU with this search. Applications and nominations should be sent to: WCUedes@academic-search.com.

The position will remain open until filled, but only applications received by **May 22, 2019** can be assured full consideration. A completed application will include a cover letter addressing the qualifications above, curriculum vitae, and list of the names, email addresses and phone numbers of five references (none of whom will be contacted without the permission of the applicant).

If you wish to have a confidential discussion regarding this position, you may contact one of our Search Consultants; Nancy D. Suttenfield can reached at nds@academic-search.com, Cynthia M. Patterson at cmp@academic-search.com.

Developing and sustaining a diverse faculty and staff advances WCU's educational mission and strategic plan, Building on Excellence. West Chester University is an Affirmative Action/Equal Opportunity Employer. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. The filling of this position is contingent upon available funding.

All offers of employment are subject to and contingent upon satisfactory completion of all pre-employment criminal background and consumer reporting checks.

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