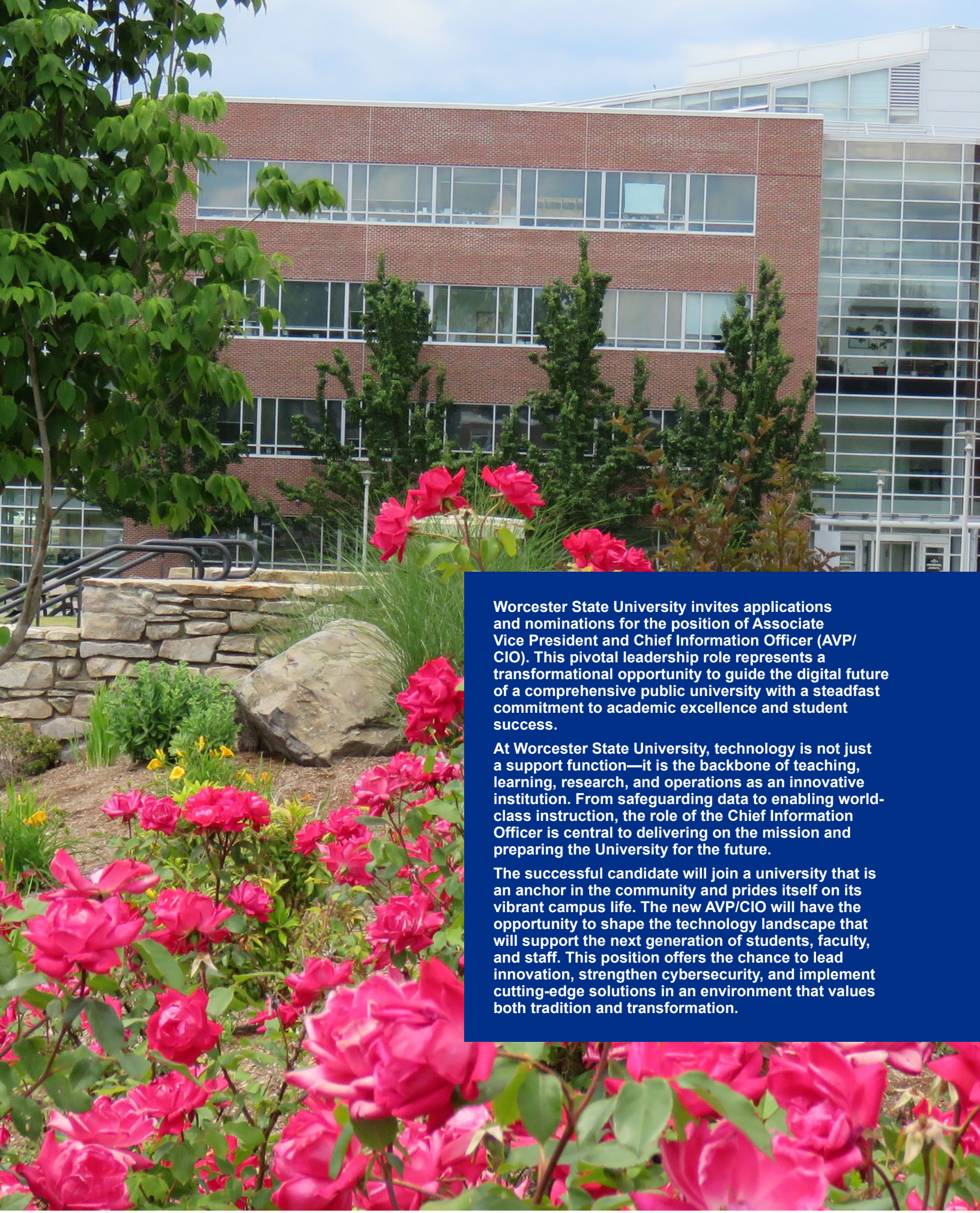
SEARCH PROFILE:

ASSOCIATE VICE PRESIDENT AND CHIEF INFORMATION OFFICER

WORCESTER STATE UNIVERSITY

CONTENTS

THE UNIVERSITY	4
WORCESTER, MASSACHUSETTS	4
LEADERSHIP	5
THE OPPORTUNITY	6
INFORMATION TECHNOLOGY AT WORCESTER STATE UNIVERSITY	7
LEADERSHIP AGENDA	8
REQUIRED QUALIFICATIONS	9
PREFERRED QUALIFICATIONS	9
APPLICATION AND NOMINATION PROCESS	10



Worcester State University invites applications and nominations for the position of Associate Vice President and Chief Information Officer (AVP/CIO). This pivotal leadership role represents a transformational opportunity to guide the digital future of a comprehensive public university with a steadfast commitment to academic excellence and student success.

At Worcester State University, technology is not just a support function—it is the backbone of teaching, learning, research, and operations as an innovative institution. From safeguarding data to enabling world-class instruction, the role of the Chief Information Officer is central to delivering on the mission and preparing the University for the future.

The successful candidate will join a university that is an anchor in the community and prides itself on its vibrant campus life. The new AVP/CIO will have the opportunity to shape the technology landscape that will support the next generation of students, faculty, and staff. This position offers the chance to lead innovation, strengthen cybersecurity, and implement cutting-edge solutions in an environment that values both tradition and transformation.

THE UNIVERSITY

Worcester State University champions academic excellence in a diverse, student-centered environment that fosters scholarship, creativity, and global awareness. A Worcester State education equips students with the knowledge and skills necessary for lives of professional accomplishment, engaged citizenship, and intellectual growth.

Founded in 1874 as the Worcester Normal School, the institution has evolved into a comprehensive public university serving more than 5,000 students across undergraduate and graduate programs. Worcester State offers more than 80 undergraduate and graduate degree programs through its schools of Science, Technology and Health, Humanities and Social Sciences, and Education, Liberal and Interdisciplinary Studies. The University is particularly recognized for its strong programs in education, healthcare, business, and the liberal arts, with a commitment to experiential learning that prepares students for career success and lifelong learning.

Under President Barry Maloney and his leadership team, the institution serves a diverse student body representing various backgrounds, ages, and life experiences, with many first-generation college students. This diversity enriches the campus community and reflects Worcester State's commitment to accessibility and inclusion in higher education.

The University's mission emphasizes student success, with faculty and staff dedicated to providing personalized attention and support that helps students achieve their academic and career goals. Worcester State's strong partnerships with regional employers ensure that programs remain relevant and responsive to workforce needs.

WORCESTER, MASSACHUSETTS

Worcester is known as the "Heart of the Commonwealth" because of its location near the geographic center of Massachusetts. With a population of 206,518 as of the 2020 census, Worcester is the second largest city in New England after Boston. Worcester's diversity, rich cultural resources and history provide an excellent environment for students, faculty, and staff from all backgrounds to live, work, and study.

The city's economy is robust and diversified, with strong sectors in healthcare, education, biotechnology, and manufacturing. Major employers include UMass Memorial Health Care, Worcester Polytechnic Institute, College of the Holy Cross, and numerous biotechnology and manufacturing companies. Worcester State President Barry Maloney was named the "2025 Large Business Leader of the Year" by the Worcester Business Journal in recognition of his significant accomplishments in the economy and the community over the past year. The presence of multiple higher education institutions creates a collaborative academic environment rich with opportunities for partnerships and shared resources.

Worcester offers numerous cultural attractions, including the Worcester Art Museum, Mechanics Hall, the Hanover Theatre, and various festivals and events throughout the year. The city's central location provides easy access to Boston (45 miles east), Hartford (60 miles south), and the recreational opportunities of central and western Massachusetts, including the Berkshire Mountains and numerous state parks.

LEADERSHIP

PRESIDENT BARRY M. MALONEY

President Barry M. Maloney has provided visionary leadership to Worcester State University since July 2011, making him the second longest serving president among the 29 public colleges and universities in Massachusetts. His extensive background in higher education administration includes nearly 20 years at Westfield State University, where he served as vice president of Student Affairs and held two interim presidential appointments.

Under President Maloney's leadership, Worcester State has achieved remarkable success, in enrollment, increased retention rates, and successful navigation of unprecedented challenges while maintaining an unwavering commitment to student success and academic excellence.

President Maloney brings a deeply student-centered philosophy to his leadership, emphasizing, "The most important person at Worcester State University is the student… they are our customers, yes, and they are also our cause." His collaborative approach to leadership recognizes that the University's success is intrinsically linked to the success of its faculty, students and the broader Worcester community.

His commitment to institutional excellence extends to all aspects of university operations, including the critical role of information technology in supporting the University's mission. President Maloney understands that technology leadership is essential for maintaining Worcester State's competitive position and ensuring the institution can adapt to evolving educational needs.

MISSION

Worcester State University champions academic excellence in a diverse, student-centered environment that fosters scholarship, creativity, and global awareness. A Worcester State education equips students with the knowledge and skills necessary for lives of professional accomplishment, engaged citizenship, and intellectual growth.

VISION

- Worcester State University will channel scholarly creativity in new, exciting, and potentially important directions.
- Worcester State University will be a dynamic, valued partner with, and resource to Worcester, the region and the world.
- Worcester State University will be a model of best practices in promoting retention across the student body and in empowering students to attain both academic and career goals.
- All members of the Worcester State community will feel included and valued, and they will hold themselves and each other accountable to uphold shared values and achieve common objectives.
- Worcester State University's plans and priorities will support the public agenda for higher education in Massachusetts as reflected in the Vision Project's goals and seven key outcomes.

CORE VALUES

As a public institution, Worcester State University embraces the belief that widespread access to high-quality educational opportunities is the cornerstone of a democratic society. Members of the Worcester State community share the following core values:

- Academic Excellence
- Engaged Citizenship
- Open Exchange of Ideas
- Diversity and Inclusiveness
- Civility and Integrity

THE OPPORTUNITY

The Associate Vice President and Chief Information Officer position represents a strategic leadership opportunity at Worcester State University during a period of institutional strength, stability and forward-looking pursuits. Reporting to the Provost, this senior executive role combines visionary leadership with operational excellence, requiring a leader who can navigate the complex intersection of technology, academics, and administration in today's dynamic higher education environment.

The position offers exceptional opportunities for transformational leadership. The successful candidate will have the resources and institutional support necessary to implement cutting-edge solutions, modernize systems, and create technology experiences that enhance teaching, learning, and research across campus. The role is particularly attractive for technology leaders seeking to make a significant impact in higher education, with Worcester State's commitment to student success and strong financial position creating an ideal environment for innovative technology initiatives.

As steward of enterprise systems and IT infrastructure, the AVP/CIO drives efficiency and modernization across the University, supporting seamless operational continuity. Equally important, this leadership role is essential for safeguarding the institution against escalating cyber risks and ensuring compliance with state and federal requirements. The AVP/CIO oversees cybersecurity frameworks, proactive monitoring systems, and rapid response protocols that protect the University from potentially devastating operational and reputational harm.

In today's rapidly evolving digital landscape, the AVP/CIO also serves as architect of innovation, particularly in integrating artificial intelligence as a transformational tool across academic and administrative functions. By championing responsible and ethical use of AI, the AVP/CIO will ensure that Worcester State University remains competitive, forward-thinking, and prepared to harness the next wave of digital transformation for the benefit of the entire community.

INFORMATION TECHNOLOGY AT WORCESTER STATE UNIVERSITY

Information Technology touches every facet of life at Worcester State—spanning computer networks, internet access, email and phone communications, classroom instruction, and collaborative learning. The Information Technology Services division operates as a comprehensive support organization that enables the academic, research, and administrative mission of the institution through strategic technology deployment and exceptional service delivery.

The AVP/CIO will lead a team that includes unionized employees and should be prepared to work collaboratively within a collective bargaining environment, balancing management responsibilities with the principles of shared governance and mutual respect that characterize Worcester State's workplace culture. The division, with a staff of twenty-five, is strategically organized into four specialized service groups that provide critical support to the Worcester State community:

End-User Services represents the front line of technology support, staffed by highly experienced, professional, and certified employees who respond to requests for technical assistance by diagnosing and resolving everyday technical problems. This team provides comprehensive support through multiple channels, including phone and email support via the Help Desk, desk-side support on an as-needed basis, and services through the Laptop Repair Depot.

Infrastructure Services serves as the technological backbone of the University, maintaining Worcester State's wired network infrastructure, campus wireless network, data centers and backup systems, Internet access, file and print services, and network security. This group manages all servers on campus, including physical and virtual server environments, while overseeing the telephone network, voice-mail system, and voice-over-IP services. They also manage the campus Active Directory, user authentication, email account creation, and cloud-computing services.

Multimedia Services focuses on educational technology innovation, developing and assisting in the development of multimedia content for classroom and university use. This team maintains and develops Worcester State's audio/visual technical infrastructure, helps design and train faculty in online course development, and provides end-user support for multimedia, audio/visual, and Blackboard learning management systems. Their expertise supports innovative pedagogical approaches and enhances the digital learning experience.

IT Administrative Services provides essential support for the University's enterprise systems and administrative databases. This group assists staff and faculty with reporting and data needs from Colleague, Worcester State's student information system, and provides comprehensive support for WebAdvisor, the web-based Colleague tool widely used for registration, grading, advising, and budget information. The team manages various administrative databases, including Early Support, 25Live, AccuTrack, BusinessObjects WebIntelligence, Blackbaud, AcademicWorks, and ImageNow, handling software development, implementation, upgrades, documentation, reporting support, and troubleshooting for all administrative systems.

The division operates from the Learning Resource Center, providing centralized support services and housing both Help Desk operations and the Laptop Repair Depot. The University maintains open computer labs in the Sullivan Academic Center and Learning Resource Center, with access controlled through Worcester State OneCard ID for both room entry and printing services.

The Information Technology staff provides technology deployment, support, and training that enriches the educational experience of students while supporting faculty and staff in their academic and administrative responsibilities. This comprehensive technology organization requires visionary leadership to coordinate across all service areas, ensuring seamless integration of systems, effective resource allocation, and strategic alignment with the University's educational mission.

LEADERSHIP AGENDA

The Associate Vice President and Chief Information Officer will serve as a transformational leader addressing critical technology challenges while positioning Worcester State University for sustained growth and innovation. This role requires immediate attention to cybersecurity vulnerabilities and infrastructure modernization, coupled with a strategic vision that aligns technology initiatives with the University's academic mission and institutional goals.

STRATEGIC LEADERSHIP AND DIGITAL TRANSFORMATION

The incoming AVP/CIO will develop and execute a comprehensive IT strategic plan that aligns with and supports the University's institutional goals and priorities. This includes anticipating and evaluating emerging technologies and trends, making strategic recommendations for their application within the University environment, and serving as a trusted advisor to senior leadership on all technology matters. The leader will champion the responsible integration of artificial intelligence and emerging technologies across campus, ensuring Worcester State remains competitive and forward-thinking in the digital landscape.

CYBERSECURITY AND RISK MANAGEMENT

Cybersecurity represents the most pressing immediate priority, requiring the development and implementation of robust security frameworks, proactive monitoring systems, and incident response capabilities. The AVP/CIO must establish comprehensive cybersecurity programs to protect the University's digital assets, data, and reputation while ensuring compliance with federal, state, and institutional regulations, including FERPA and HIPAA. This includes leading the University's IT disaster recovery and business continuity planning to protect against potentially devastating operational and reputational harm.

TECHNOLOGY INFRASTRUCTURE AND SYSTEMS MANAGEMENT

The role involves comprehensive oversight of enterprise systems, including Colleague (SIS), Blackboard, Early Support, 25Live, AccuTrack, BusinessObjects WebIntelligence, and other administrative platforms. The AVP/CIO will assess and optimize this complex technology ecosystem, ensuring reliability, security, and scalability of all IT systems and infrastructure while developing modernization strategies that support the University's growing digital demands.

TEAM LEADERSHIP AND ORGANIZATIONAL EXCELLENCE

Leadership responsibilities include providing direction and mentorship for all IT functional areas, including enterprise systems, network infrastructure, cybersecurity, help desk support, academic technology, and data management. The AVP/CIO will lead, mentor, and develop a high-performing IT team, fostering a culture of collaboration, professional growth, and service excellence while overseeing budget development and management to ensure effective resource allocation.

INNOVATION AND SERVICE ENHANCEMENT

The position demands promotion and support of innovative technologies to enhance teaching, learning, research, and administrative processes. This includes leading initiatives to improve user experience, ensuring delivery of high-quality, responsive IT support services, and championing continuous improvement through regular assessment of IT services and processes. The AVP/CIO will establish and maintain strong working relationships with stakeholders to understand technology needs and priorities while communicating complex technical concepts clearly to both technical and non-technical audiences.

DATA GOVERNANCE AND INSTITUTIONAL INTELLIGENCE

Strategic responsibilities include establishing comprehensive data governance frameworks to ensure data quality, accessibility, and privacy, while developing business intelligence capabilities to support institutional decision-making. The AVP/CIO will implement integrated reporting systems across administrative and academic functions, transforming how the University leverages data for strategic planning and operational improvement.

REQUIRED QUALIFICATIONS

- Minimum of 7-10 years of progressively responsible leadership experience in information technology with at least 3-5 years in a senior leadership role (Director, AVP, or CIO) within higher education or a similarly complex, mission-driven organization.
- Demonstrated strategic planning and organizational leadership skills.
- Excellent communication, interpersonal, and team building skills.
- Strong financial management and budget oversight.
- Proven ability to manage and lead change in complex, distributed environment.
- Deep understanding of current and emerging technologies relevant to higher education.
- Expertise in cybersecurity, data privacy, and IT governance.

PREFERRED QUALIFICATIONS

- Master's or higher degree in relevant fields (e.g., Information Technology, Computer Science, Business Administration).

APPLICATION AND NOMINATION PROCESS

Academic Search is assisting Worcester State University in this search under the guidance of Managing Director, Dr. Nancy Crimmin and Search Manager, Carolyn Kelly. All inquiries, nominations, and applications will be held in strict confidence. To learn more about this opportunity and discuss your qualifications and interest, potential applicants are encouraged to send a copy of their resume or curriculum vitae to WSUCIO@academicsearch.org.

Applicants must apply online and may do so by visiting the **Worcester State University career webpage at** this link and submitting a cover letter, resume, and the contact information of three professional references.

References will not be contacted until later in the search process and only with the candidate's permission. A complete background check (including identity, degree verification, criminal records check, credit check, and sexual misconduct check) must be completed satisfactorily before any candidate can be offered this position.

Nominations are not required to be considered for this position; leaders who know of outstanding candidates are welcome to submit confidential nominations by sending an email to WSUCIO@academicsearch.org. Be sure to include the nominee's full name, position, institution/organization, and email address. Academic Search will notify individuals of their nomination, provide details about the position, and encourage them to apply.

Although the search remains open until the position is filled, for full consideration by the Search Committee, candidates should submit application materials by **October 20, 2025**.

Finalists for the position will participate in campus interviews that may include a public presentation.

This is a full-time, benefited, exempt, professional non-union position. The University offers a competitive salary range of $185,000 to $195,000 annually, positioning Worcester State competitively within the Massachusetts State University System while ensuring the institution can attract and retain top talent. This investment reflects the University's recognition of the critical importance of technology leadership in achieving its mission and strategic goals.

WORCESTER STATE UNIVERSITY OFFERS A COMPETITIVE BENEFITS PACKAGE THAT INCLUDES:

- Eight different pre-taxed, health insurance plan options.
- A choice of pension or 401(a) defined contribution plan, and supplemental plan retirement options.
- Life insurance up to 8x the annual salary.
- Long-term disability coverage.
- Dental insurance.
- Twenty vacation days accrued per year.
- Fifteen sick days accrued per year.
- Five personal days per year.
- Paid holidays.
- Tuition remission for self, spouse, and dependent children.

All applications will be treated confidentially. Worcester State University is an equal opportunity/Affirmative Action Employer. Members of traditionally underrepresented groups are strongly encouraged to apply.

ABOUT ACADEMIC SEARCH

Academic Search is assisting Worcester State University in this work. For more than four decades, Academic Search has offered executive search services to higher education institutions, associations, and related organizations. Academic Search was founded by higher education leaders on the principle that we provide the most value to partner institutions by combining best practices with our deep knowledge and experience.

Our mission today is to enhance institutional capacity by providing outstanding executive recruitment services, executive coaching, and transition support, in partnership with our parent organization, the American Academic Leadership Institute.

Academic Search

academicsearch.org • 202-332-4049