



Senior College and University Commission

www.wscuc.org

Alameda, California



**Opportunity Profile for
DIRECTOR OF INFORMATION TECHNOLOGY**

ARDENT

SEARCH COMPANY

Consultants for Leadership Selection

OVERVIEW

The WASC Senior College and University Commission (WSCUC) seeks a technology leader who is enthusiastic about contributing to our work to elevate the social and economic benefits provided by higher education through quality assurance. WSCUC is looking for a collaborative, flexible, solution oriented colleague who will use her/his skills in information technology and systems to inspire, engage, and support the institutions, students, and staff served by WSCUC.



If you are motivated by the prospect of working at a well-funded non-profit that respects the contribution of technology and really makes a difference -- serving 1.2 million students and 199 institutions of higher learning, and promotes career development, economic prosperity, individual and public health, civic involvement, and well-rounded and fulfilling lives -- this is the place for you.

The Western Association of Schools and Colleges (WASC) was formed in 1962 to promote the development of higher education in the Western region when it took over and further formalized the work of its predecessor organization, the Western College Association. WSCUC was previously incorporated as a single 510c3 entity that encompassed the three commissions (WASC Senior College and University Commission, Accrediting Commission for Community and Junior Colleges and the Accrediting Commission for Schools, Western Association of Schools and Colleges).

MISSION

WSCUC (“The Commission”) is a regional accrediting agency serving a diverse membership of public and private higher education institutions throughout California, Hawaii, and the Pacific as well as a limited number of institutions outside the U.S. Through its work of peer review, based on standards agreed to by the membership, the Commission encourages continuous institutional improvement and assures the membership and its constituencies, including the public, that accredited institutions are fulfilling their missions in service to their students and the public good. The U.S. Department of Education, as certifying institutional eligibility for federal funding in a number of programs, including student access to federal financial aid, recognizes WSCUC.

THE COMMISSION

The WASC Senior College and University Commission is committed to serving the public and its institutions. Our chief goals are to:

- Promote institutional engagement in issues of educational effectiveness and student learning.

- Provide increasing value to institutions as a partner in the accreditation process.
- Respond and adapt to the changing ecology of higher education, including heightened concerns with student success and taxpayers' interests.
- Develop a culture of evidence that informs decision making.
- Foster active interchange among public and independent institutions.
- More info [Commission Bylaws](#).

ORGANIZATIONAL CULTURE

The corporate culture is collaborative, informal, and respectful. People are consulted on major agency decisions, and are encouraged to ask questions and engage in thoughtful discussion.

WSCUC promotes an invigorating, highly collaborative, and team-oriented workplace. The staff members value an environment of professionalism, passion, and potential where team members endeavor to treat each other the way they would like to be treated. The staff has a goal to be transparent, open, and engage in a climate of trust. People are not afraid to talk to each other about problems and areas for improvement. Challenging ideas is perceived as positive and input to decisions is welcomed and valued.

Staff members are encouraged to be creative and to reach higher within the context of processes and procedures. While they work hard, and this is not always a 9-5 job, there is an emphasis on maintaining lifestyle balance. In fact, the standard workweek is 37.5 hours and staff is permitted to work one day per week from home.

President - Jamienne (Jamie) Studley [read bio](#)

Vice President/COO - Christopher Oberg [read bio](#)

WHAT TEAM MEMBERS SAY ABOUT WSCUC. . .

"...though we are a small team, we are collaborative and share responsibility—we are service oriented; we return emails and calls quickly—we strive to cultivate good relationships..."

"...we value technology and our colleagues with that expertise, as vital to our ability to support our schools, commission, and analyses..."

"...we are financially in a very solid position, with substantial reserves and a bent towards doing the right things the right way and not necessarily the least expensive---we are not a tightfisted non-profit..."

"...we look forward to being taught what Salesforce can do to increase our effectiveness..."

"...we welcome a diversity of viewpoints as we have a passion for the work to be valuable; we are improvement -oriented with a strong sense of collegiality..."

"...if we do not have an answer, we will find out and get back to the person..."

"...the team is bright and shares the mission—we are dedicated to furthering quality education; the team works well independently and does not require a lot of supervision..."

“...we are in transition and Jamie is making changes to better the organization...since Jamie has been here, the culture is inspiring, fun, with a sense of winsomeness; to Jamie, while work productivity is vital, so is how we connect to one another and feel valued...”

“...there is a common thread of customer service; every call is a VIP—schools vary from being small to very large and prestigious—we treat everyone with respect and provide the best service possible...”

“...this role will require incredible attention to details ...”

“...these positions must care for the end-user—the students benefit from our work...”

“...WSCUC is generous with options for working at home one day per week, great health and retirement benefits...”

THE POSITION

Reporting to the VP/COO, the Director of Information Technology and Systems leads the organization's IT activities and supports the agency's strategic goals, including student and institutional success and effective quality assurance. The Director evaluates the agency's information technology needs at both the strategic and tactical levels; supervises the Information Systems Manager; assures the smooth operation of IT infrastructure; and engages with and supports the work of the Commission and staff. The successful candidate will be curious, both collaborative and self-directed, with high emotional intelligence, mindful of the relationship of detail to the big picture, and a team player.

Responsibilities

- Provides collaborative technology planning and oversight for the agency.
- Consults with leadership and staff to determine agency priorities and opportunities, both immediate and longer-term.
- Develops agency information technology plan based on needs identification, including annual budget development to support plan.
- Ensures smooth day-to-day operation of the agency's information systems.
- Directs development of the agency's principal software platform (SFDC).
- Serves as lead in relationships with current and prospective IS vendors and partner organizations.
- Evaluates hardware and software solutions and recommends changes as appropriate.
- Leads training in all aspects of information technology systems.
- Oversees the development and maintenance of all WSCUC websites and web applications.
- Determines and supervises telecommunications and connectivity infrastructure.
- Provides direct support for agency data needs, including access to external databases (e.g., IPEDS).
- Represents the agency at appropriate conferences/meetings.



- Serve as a backup for the Information Systems Manager, in the event s/he is unavailable. This may include end user support and other day-to-day IT support.
- Inventory of Services provided by the Department of Information Technology. [read more](#)

Required Qualifications

- Ten years of experience in information technology roles.
- Demonstrated experience in planning, evaluating, and improving systems.
- An appetite and the patience to learn the world of regional accreditation.



Ideal Attributes

- Flexible and approachable with a willingness adjust to changing situations.
- Ability to integrate a sense of collegiality and community with a laser focus on achieving goals and problem solving.
- A teaching/coaching style—collegial; someone who is patient and excited about relaying knowledge.
- Bachelor's degree in a relevant field from an accredited institution.
- Experience utilizing Salesforce and teaching its capabilities.
- An ability to take and give feedback and criticism.

Competencies

- Ability to work in a consultative and collaborative way while executing leadership responsibilities.
- Ability to communicate effectively with internal and external stakeholders.
- Superior analytic and problem-solving capabilities.
- Ability to analyze agency operations in a spirit of improvement.
- Well-developed oral and written communication skills.
- Proficient project management skills.
- Strong knowledge of relational database management system (RDBMS).
- Experience with cloud-based technologies (e.g., Box.com, RingCentral, GoToMeeting, Salesforce, etc.).
- Ability to manage complex processes and improve their effectiveness.

THE SEARCH PROCESS

Please contact us if you or someone you know is interested and meets most of the experience and motivational requirements described in this profile, by forwarding a cover letter and resume.

Forward resumes to Tim Bernstein (see below). All names will be treated discreetly, and candidates should be assured that their inquiries will be treated with the utmost confidentiality.

WASC Senior College and University Commission is an equal opportunity employer committed to fostering a diverse and inclusive higher education community. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, ancestry, citizenship status, medical condition, military/veteran status, marital status, or any other characteristic protected by state or federal law. WASCUC is dedicated to achieving a diverse staff and encourages members of underrepresented groups to apply.

We fully respect the need for confidentiality of information supplied by interested parties and assure them that their backgrounds and interests will not be discussed with anyone, including our client, without their prior consent, nor will reference contacts be made until mutual interest has been established.

Ardent Search Company (an affiliate of The Dingman Company, Inc.) is a retained executive search firm devoted exclusively to serving our clients in matters of executive selection. We are a generalist firm that has served business and non-profits worldwide since 1979.

For further information on this position, please contact:

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