



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION: Chief Information Officer

DEPARTMENT: Information Technology

DATE CREATED:

DIVISION/FACULTY: Office of the VP, Administration **DATE REVISED:** April 2026

ORGANIZATIONAL STRUCTURE

This role reports to the Vice President, Administration. Reporting directly to this position are the Director, Technology Services, the Director, Business Services and the Director, Information Security as well as a Divisional Business Manager and a Confidential Assistant.

PRIMARY FUNCTION

The Chief Information Officer (CIO) is responsible for enterprise-wide technology strategy, innovation, and digital transformation at Kwantlen Polytechnic University (KPU). The CIO provides university-wide strategic direction, visionary leadership, and institutional oversight for KPU's Information Technology (IT) strategies. These efforts support and advance the university's teaching, learning, research, and administrative goals. As the university's most senior technology leader, the CIO is accountable for the development, execution, and alignment of IT strategies and initiatives that span the institution, including academic and administrative technologies and technology services.

In this role, the CIO also serves as a key driver of digital transformation across the university championing the integration of innovative technologies and digital solutions that enhance institutional effectiveness, drive operational excellence, and align with KPU's strategic priorities. The CIO leads all areas of the IT portfolio, including enterprise systems implementations, software solutions, information security, data management, infrastructure modernization, systems design and development.

The CIO regularly provides informational updates to the executive team, Board of Governors and other academic bodies to ensure alignment to the university's strategic plan. The CIO also partners closely with the Teaching and Learning Department to ensure that strategic goals for learning environments and learning technologies are supported and achieved.

The CIO is accountable for delivering secure, reliable, and high-performing IT services through enhanced measures, controls, and processes. The CIO is well-versed and acutely aware of budgetary requirements for the university's IT services and provides effective options to maintain and prolong systematic IT operations.



KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and provides guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assess performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Labour Relations regarding collective agreement interpretation, as appropriate.
3. Fosters an environment for a high-performance team with an emphasis on collaboration, teamwork and empowerment of staff, and to achieve a service excellence culture. Inspires, motivates and guides team members by fostering commitment, team spirit and trust, to achieve high level of standards for the department.
4. Attracts and retains staff by developing and implementing recruitment and selection strategies, providing orientation to staff, and ensuring a stimulating work environment.
5. Responsible for developing collaborations among the university's academic and administrative key parties to align with the university's strategic vision and academic plan.
6. Develops and implements university-wide IT governance structure and processes to ensure key party input and oversight on IT investment decisions with the goal of maximizing the value of IT investment and its contribution to university success.
7. Ensures IT data security, risk management, disaster recovery and business continuity planning processes are in place and updated as technology and events change.
8. Advises the executive leadership and Board Governors on cybersecurity risks, trends, and mitigation strategies.
9. Develops and maintains a governance framework aligned with institutional risk tolerance, integrating cybersecurity into enterprise risk management.
10. Provides cybersecurity briefings, translates technical risks into business impacts for leadership, and advocates for investments that enhance institutional resilience, compliance, and reputation.
11. Oversees and provides leadership to incident response and recovery efforts, minimizing impacts from cybersecurity incidents and system failures.
12. Leads the organization's digital transformation strategy by aligning technology initiatives with business and academic objectives, fostering innovation, enhancing operational efficiency, ensuring cybersecurity, and leading IT modernization to create a competitive advantage.



13. Leads the planning, development, implementation and evaluation of the departmental strategic road map in support of the University strategic plan. Develops and implements short and long-term departmental goals and objectives to ensure the delivery of effective and efficient services. Identifies business challenges and uses data analysis to influence changes to operations, processes and programs enabling best practice and continuous improvement.
14. Collaborates with key parties in both academic and administrative departments in planning, developing and deploying new technologies and services. Ensures the effective integration of information technology to enhance business processes and to improve teaching, learning and research.
15. Develops and implements IT tactical plans and budgets to maintain a robust, cost effective and sustainable technology infrastructure with adequate capacity and capability to meet ongoing and changing university needs. Drives cost reduction and sustainability through development and implementation of innovative technologies and shared service solutions.
16. Leads change through promotion and facilitation of the innovative use of IT enabled solutions for improvements on efficiency and productivity across the university. Communicates to the university regarding information on IT strategic directions, services and standards, policy and procedures. Promotes understanding of IT services and strategies through transparent reports on project status, achievements, and costs.
17. Manages collaborative and effective relationships with major technology vendors/providers to the university. Effectively leverages expertise and contribution from vendors to ensure project success and maximize return on investment.
18. Works to enforce compliance with IT policies, act as process owner to investigate and manage incidents of non-compliance. Supports IT leadership to develop and maintain policies, procedures and departmental protocols and manage risks associate with IT.
19. Develops project practice to adequately assess risks as part of the cost benefit analysis, with the goal of maximizing the value of IT investment while minimizing risk.
20. Ensures the university's ongoing compliance with related privacy regulations, for example BC's Freedom of Information and Protection of Privacy Act (FIPPA) and the Payment Card Industry Data Security Standard (PCI DSS), etc.
21. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
22. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.



QUALIFICATIONS

EDUCATION & EXPERIENCE

- Master's Degree in Business Administration, Computer Science or Information Technology;
- A minimum of 15 years recent related experience, including both industry exposure and public sector experience;
- Post-Secondary Information Technology leadership experience is considered an asset;
- Experience leading a large Information Technology team in a unionized environment;
- Or an equivalent combination of education, training and related experience.

KNOWLEDGE, SKILLS and ABILITIES

- Demonstrated ability to develop and implement multi-year Information Technology strategies and plans that direct the evolution of a large, complex organization with focus on cost effectiveness and sustainability.
- Demonstrated ability to establish and maintain partnerships, both internal and external to an organization, to successfully accomplish IT initiatives.
- Demonstrated leadership competencies and a proven track record of leading cross-functional technology teams in planning, project management, budgeting and process improvement.
- Demonstrated leadership and the ability to engage and motivate employees to create high performance teams demonstrating service excellence.
- Ability to respond well to working under pressure, prioritizing and resolving complex issues in an effective manner.
- Ability to effectively communicate with all levels of key parties and attributes that capitalize on opportunity, creativity and innovation that maximizes development of new products and services.
- Extensive experience in vendor and sourcing management.
- Ability to travel between campuses is required.

COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.