

Position Specification

Confidential

Chief Information Officer (CIO)

The Company

Our client has provided Trust Fund Administration and IT services since 1979. The company currently serves over 220 clients representing over 480 Trust Funds across the United States with participants in almost every state of the US and Canada. Its custom-developed software system provides clients and their plan participants the most efficient tools for self-administering trust fund accounts.

At this time, the company needs a new technology leader who can assess the current situation and develop a strategy that can support anticipated growth. This individual will need to bring a combination of technical strength, business acumen and emotional maturity to fully understand business needs and ensure successful delivery of technology solutions that meet those needs. He or she will also need to break down silos and rebuild the culture in IT while operating with a sense of urgency.

The Position

Overview

As a key member of the Executive Team, the Chief Information Officer (CIO) will be responsible and accountable for defining an innovative and forward-looking IT strategy that delivers efficient, reliable, scalable and secure applications, infrastructure, processes and operations. This individual will ensure that the company has the right people, products and processes necessary to support the growth objectives of the business. The CIO will oversee activities related to maintaining the current IT infrastructure (including the hosted proprietary core applications, Data Center, Network and Telecommunications) and end user equipment (desktops and mobile devices). This person will also lead the software development effort to ensure enhancements and new features for the company's proprietary software are delivered on schedule and within budget. The CIO will collaborate and work closely with other business leaders from across the company to ensure that IT is supporting, and in many cases, leading the effort to provide an exceptional customer experience.

The CIO will engage with other executives in formulating sales strategies and developing presentations and proposals. He/she will meet with existing and prospective customers to articulate the company's technology vision. This individual must have demonstrated the ability to innovate, formulate creative strategies, and contribute directly to the company's growth initiatives. Equally, they must have a track record of delivering world-class products and services. The ideal candidate is a business-savvy IT executive with an entrepreneurial spirit and passion for their work.

Location

Midwest United States

Reporting Relationship

This position reports to the Chief Executive Officer. The CIO has four direct reports including Director of IT, Director of Software Solutions, Director of Software Programming, IT Security Officer - a team of 60.

Responsibilities

- Develop and implement an IT strategy that supports business objectives. Actively contribute to the company's strategic growth objectives.
- Lead the technology department, responsible for overall business systems design, programming, installation, operation, development, database management, telecommunications, network administration, help desk, business intelligence, data and system analysis.
- Lead business simplification and automation efforts, data integrity and security across the enterprise.
- Develop and maintain the roadmap to deliver a comprehensive mobile strategy, plus new and enhanced IT-enabled products and services.
- Ensure the technology platform supports an efficient and cost-effective integration of acquired applications.
- Partner with the leadership team to identify opportunities where business applications and technology services can improve customer service or business processes.
- Continuously analyze the market to ensure competitiveness of current and future business applications and services.
- Collaborate with executive sponsors to achieve product goals, fulfillment needs, and quality metrics.
- Build a high performing IT team ensuring that the organization structure supports business growth and operates with a customer service mentality and approach.
- Manage strategic vendor relationships for technologies that will enable and support the business. Assess supplier technology and services roadmaps to ensure they align with business requirements. Oversee vendor service delivery to ensure contractual compliance, continuity and support for business operation.
- Increase cost savings/efficiency through new technologies, best practices, and process improvement. Build the financial models and forecasts required to develop and support the required IT applications and services. Manage the IT budget.
- Lead an architectural team charged with defining the IT infrastructure, business and customer-facing applications that support both organic growth and integrating acquisitions.
- Ensure all business applications and IT infrastructure comply with company policies and Federal, State and third-party regulations.
- Implement business application policies and practices, deliver new functionality, and then support the new functionality.
- Develop comprehensive approaches to solve business and technology problems.

- Develop and maintain operating practices to ensure smooth processes and communication between the business and IT.
- Access electronic PHI following the current company guidelines.

Travel

Must be willing to travel as needed.

The Candidate

Education

A Bachelor's degree in Computer Science, Information Technology, Engineering, or related field is required. MBA preferred.

Professional Qualifications

The CIO will have led the definition, development and deployment of major business applications and infrastructure projects. Additionally, experience managing and integrating both on-premise and SaaS applications and data is highly desired. Knowledge of and experience with Mobile products, apps, services and data is a must. The CIO must be current on state-of-the-art Security products and services. He/she must have a sufficient level of business acumen to identify opportunities where technology can play a role in delivering a competitive advantage. Knowledge of and experience with Microsoft technologies/products will be a substantial advantage.

- A minimum of seven years of third-party administrator experience in the information technology and operations environment with most of those years at or above the Director level. Working knowledge of quality improvement techniques. Strong communication, interpersonal, analytical and leadership skills with the ability to change priorities, effectively manage change and focus on the “big picture”. Ability to direct production at peak efficiency levels, while managing resources and associates accordingly. The position requires a well-organized, articulate professional with high ethical standards and integrity.
- Ability to produce a large quantity of high-quality work product. Ability to independently prioritize and coordinate job duties, resources and associates; ability to adjust priorities, listen receptively to ideas and problems; ability to work under time constraints; ability to communicate clearly and work effectively as a team member; ability to read, interpret and formulate contracts; ability to analyze and compile data.
- An advanced knowledge of various technologies using Windows, databases, spreadsheets and word processing software are required.
- A comprehensive understanding of product and technology trends and future directions, including their business implications.
- Experience with methodologies and practices of IT infrastructure and business applications/services management (i.e. an IT shared services model).
- A demonstrated ability to think strategically, develop and own the application, product, and technology roadmaps, apply systematic methodologies to prioritizing investments, and effectively execute on these investments.
- The ability to create business cases for investment and portfolio management.

Personal Characteristics

- Is a highly driven, hands-on executive with a natural inclination for getting things done. The successful candidate will be a business-savvy professional, capable of building strong relationships across the company. He / she will have an open and transparent communication style, a very engaging personality and a penchant for working hard and having fun. This individual must be comfortable leading in a supportive and highly interactive culture, but at the same time be willing to embrace and drive change. In addition, the candidate must have:
 - A collaborative style
 - A strong sense of urgency
 - Agility and the flexibility to adapt
 - A high level of energy
 - Uncompromising integrity
 - Excellent communication skills
 - Aptitude for solving problems and simplifying complexity

To learn more about this opportunity or provide a confidential referral, please contact:

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