



PRINCETON UNIVERSITY

Boyden Executive Search Contact

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Description

Reporting to the Assistant Vice President, Facilities Finance and Administrative Services (FFAS), the Executive Director, Facilities Information Technology is accountable for the strategic and operational IT leadership and management of a diverse portfolio of Facilities administrative systems as well as enterprise/campus wide Space, Life and Safety systems.

This Executive Director, Facilities Information Technology is accountable for managing and ensuring the 24 x 7, end to end reliability, security, and operational integrity of critical life, safety systems for the campus and additional specialized systems that monitor the security of high-valued assets in the Art Museum, Art Storage and Firestone Library. Additionally, this position is responsible for managing the IT for Facilities administrative systems and campus wide internal and external space systems plus desktop support services for Facilities partners.

This position ensures the seamless and compliant implementation of technology solutions and the operational maintenance and management of a wide and diverse portfolio of systems and applications across Facilities and the campus including associated devices. This position provides oversight and ensures the delivery of Facilities and cross departmental system initiatives. In addition to technology delivery and support, this role is responsible for the evaluation and procurement of hardware and software to meet the needs of the Facilities department as well as the operational support and maintenance of over 1000 desktops, mobile and peripheral devices.

This role sets the direction for Facilities technology usage through strong partnerships, planning and evaluation. This position coordinates the development of information technology activities and services and leads the information technology team which is currently comprised of 17 team members with augmentation through vendor partnerships.

With a staff of over 800 spread across 9 departments and 20 shops, Facilities is a multifaceted organization providing support to the entire Princeton University campus. The Facilities Finance and Administrative Services (FFAS) department, embedded within Facilities, is responsible for providing shared services to all Facilities clients as well as the broader University community. The Facilities Information Technology (FIT) department, which is a part of FFAS, sets strategy, maintains, supports, and delivers the technical solutions for the Facilities departments and university wide departments.

The role requires an experienced IT leader fluent in multiple disciplines and comfortable leading a shared service operation with multiple stakeholders. The successful candidate will have demonstrated skills in collaboration and the capacity to manage relationships with colleagues of all levels across an organization, as well as with external vendors. The Executive Director balances competing, time-sensitive projects, and priorities from multiple stakeholders while ensuring business needs continue to be met.

Responsibilities

Strategic Technology Leadership for Facilities

- Member of FFAS leadership team and advises the Assistant Vice President on direction for FFAS, as well as Facilities-wide initiatives, in the areas of process improvement, policies and procedures compliance, etc.
- Establish and maintain collaborative relationships with strategic partners across campus (Audit & Compliance, OIT, and University Departments). Leads/participate in various university wide groups and committees.
- Serve as primary IT interface and trusted advisor for Facilities Information Technology and executive sponsors. Represent and advocate for IT and the diverse businesses that this role supports.
- Develop and implement information technology strategies, policies, and procedures to ensure organizational and operational effectiveness. Evaluate organization outcomes; identifying problems; evaluating trends; anticipating requirements. Ensure compliance.
- Partner and support the Office of Information Technology (OIT) in the implementation of systems and data safeguards related to strategic IT initiatives.
- Serve as primary point/interface to the Office of Audit and Compliance for Facilities IT. Oversee and lead response and remediation.
- Stay abreast of emerging technology and practices and develop strategic approaches, accordingly.
- Develop Facilities technical approach/position. Represent, advocate and influence for IT, Security and Facilities IT interests.

Management and Oversight of Technical Development and Operational Environments

- Manage and provide oversight of a diverse portfolio of systems and initiatives to ensure reliable, secure, and compliant implementations and ongoing operations. Ensure alignment to business and technical strategies.
- Develop and oversee standards, processes, and procedures. Enforce and ensure compliance to technology policies and procedures across team.
- Manage internal/external resources to ensure the technical development, maintenance, and operations for application and system portfolios. Work with key stakeholders to ensure that the IT related priorities are aligned with functional partner priorities and needs.
- Establish operational support models and ensure the operational reliability and stability of administrative Facilities systems and 24x7 life safety systems for the campus.
- Evaluate technical solutions and vendors capabilities. Oversee and ensure compliance to IT vendor contracts. Includes negotiation of scope and service level agreements.
- Provide oversight and guidance on technical design. Plan system modifications and implementations to maintain efficient and effective systems and operations.
- Consult, advise and influence IT decisions and approaches.
- Manage and oversee the desktop support services and technical assets for Facilities. This includes life cycle management – from procurement to destruction.
- Serve as escalation point for department IT technical and operational issue remediation.

Security and Support of the Facilities Technology Infrastructure

- Ensure preservation of assets (including data) by implementing disaster recovery and back-up procedures and information security and control structures.

- Maintain quality environments and delivery by establishing and enforcing organization standards/policies.

Administration and maintenance of Internal and External Space

- Oversee and ensure the accurate maintenance of University floor plan and exterior space information.
- Support campus community in providing accurate interior and exterior space information. Key stakeholders and recipients of this information are Office of General Council, Facilities staff, Vice Provost for Space, University Services.

Team Development

- Build a high-performing team.
- Manage and develop team by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintain professional and technical knowledge of group through training and peer and industry interactions.

Job Qualifications

- Minimum of Bachelor's degree in Information Technology.
- 15+ years of managerial and technical experience in leading organizations and implementing Information Technology strategic initiatives and project management/process improvements.
- Experience developing Vendor agreements and ensuring compliance standards and agreed upon service levels.
- Strong technical, organizational and implementation background across a diverse set of technologies and disciplines.
- Proven ability to define, influence and communicate technical direction, make decisions, to be driven and work autonomously as well as lead teams in order to ensure successful implementation of solutions.
- Strong leadership skills which include decision making and management skills.
- Demonstrated interpersonal skills to include communication, listening and organization skills.
- Demonstrated experience in the following: strategic planning, technical development and implementation, project management, process mindset and change management is required.
- Experience in higher education or a related/equivalent organization is highly desirable.
- Proven track record of meeting project targets and leading teams.
- Superior interpersonal, excellent communication and leadership skills and strong management, supervisory, prioritization and organizational skills are essential.

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About Boyden

Founded in 1946, Boyden global executive search was the first firm to focus entirely on retained executive search. Others would soon follow, using many of the basic tenets and principles that Sidney Boyden put in place: maintaining a strict code of ethics and standards; establishing a global presence; creating uniform processes; and working with highly experienced business partners. These aspects of Sidney Boyden's vision are still in use today.

Boyden continues to be a leader in the executive search industry. Through the ever-expanding use of cutting-edge technology, while always adhering to strict ethical standards, we remain true to our rich heritage as the founders of retained executive search. We cover the globe with over 70 offices in more than 40 countries, led by resident professionals adept at working in a global economy. We are poised to help our clients find the people who will lead them today and into the future. In addition to retained executive search, Boyden works with clients seeking advice regarding their Boards. We also assist clients with interim management and leadership assessment.

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