

Leaders

INTERNATIONAL

Executive Search

VANCOUVER

EDMONTON

CALGARY

SASKATOON

WINNIPEG

TORONTO

OTTAWA

MONTREAL



OPPORTUNITY PROFILE CHIEF INFORMATION OFFICER



CAPILANO
UNIVERSITY

the right people

CAPILANO UNIVERSITY | CHIEF INFORMATION OFFICER

CONTENTS

THE ORGANIZATION	CAPILANO UNIVERSITY	1
THE OPPORTUNITY	CHIEF INFORMATION OFFICER	2
	Illustrative Examples of Duties	2
THE PERSON		4
	Required Knowledge, Abilities and Skills	5
	Required Training and Experience	6
	Competencies and Personal Characteristics	7
COMPENSATION		8
CONTACT		8



THE ORGANIZATION

CAPILANO UNIVERSITY

Capilano University (“CapU”) has earned an international reputation for exceptional teaching, programs, and services. The University strives to instill the knowledge, skills, motivation, and attitudes that will enable students to become independent thinkers and learners, and to make positive contributions to communities, their fields/disciplines, and the planet.

CapU is named after Chief Joe Capilano, an important leader of the Skwxwú7mesh (Squamish) Nation of the Coast Salish Peoples. The University respectfully acknowledges that campuses and learning locations are located on the unceded territories of the *Səl̓ílwətaʔ/Selilwitulh* (Tsleil-Waututh) Nations, *shíshálh* (Sechelt), *Skwxwú7mesh* (Squamish) and *xʷməθkʷəy̍əm* (Musqueam) Nations. CapU is known for its innovative spirit, blending academic excellence with forward-thinking programs designed to shape the future and provide learners with the foundation for success in an ever-evolving world. Through its five dynamic Faculties, the University offers an extensive range of programs—from preparatory studies to arts and sciences, business, and professional studies, fine and applied arts, health and human development, tourism, kinesiology, legal studies, and public administration. Credentials awarded include bachelor’s degrees, associate degrees, post-baccalaureate diplomas, graduate diplomas, certificates, and citations.

Nestled in the breathtaking North Shore mountains, just 20 minutes from the vibrant heart of downtown Vancouver, CapU’s main campus in North Vancouver provides exceptional education attracting students from around the world. CapU delivers programming on the Sunshine Coast, as well as the newly opened Squamish campus serving the Sea-to-Sky Corridor. In partnership with the Lil’wat Nation, CapU offers programming with Lil’wat members and other Indigenous peoples through the Ts’zil Learning Centre in Mount Currie.

CapU enrolls approximately 9,000 students in for-credit programs with approximately 60-65% being domestic students. The University is dedicated to fostering an inclusive environment that embraces diverse backgrounds, perspectives, and thoughts, creating a learner experience marked by a deep sense of belonging and connection to the University community. The emphasis on individual attention positively impacts learner achievements, fostering an environment where learners come first.

To learn more, please visit Capilano University’s [website](#) and its guiding documents: [Envisioning 2030](#) (strategic plan), [Illuminating 2030](#) (academic plan), the [People Plan](#), and [Chén’chenstway](#) (Indigenization plan).

THE OPPORTUNITY CHIEF INFORMATION OFFICER

The Chief Information Officer (“CIO”) provides strategic direction and leadership for digital technology and ensures the delivery of reliable and responsive services to the university. The CIO facilitates the development and implementation of a technology strategy and asset roadmap that aligns with the university’s strategic and academic plans. This position reports to the Vice President, Finance and Administration and is a key strategic partner and trusted advisor to senior leadership and a broad range of stakeholders throughout the university. Reporting directly to the CIO is a team of IT professionals responsible for client services, enterprise systems, network systems and technology services in support of students, faculty and administrative staff.



Key Responsibilities

Strategic and Annual Plans

- Leads the development and implementation of the technology roadmap to deliver an integrated enterprise approach to enhance operations;
- Develops and implements short-term and long-term plans to ensure delivery of reliable and responsive services to meet the evolving needs of the university;
- Works with senior leadership from across the institution to understand the need for new technology services and solutions that support the academic, learning and administrative needs of the organization and provides options for consideration;
- Contributes to the development of university policy related to technology; develops and implements processes, standards, and KPIs to continuously improve services and programs in the department.



Information Technology Security and Risk Management

- Working within the university's risk management framework, is accountable for the identification, assessment, and communication of technology related risks, and the development and implementation of strategies to protect University data and information;
- Develops and implements a cybersecurity program to mitigate and monitor cyber security and technology related risk including reporting on the status of risk management programs to the executive and board of governors;
- Leads the development of an information security culture both within IT and across the university that places high value on the protection of personal information, technology assets and Cap U's reputation;
- Ensures compliance with related privacy legislation, regulations and standards (such as BC's Freedom of Information and Protection of Privacy Act, BC Government Defensible Security framework, and the Payment Card Industry Data Security Standard).

Leadership, Financial and Resource Management

- Provides advice to senior leadership on a university-wide enterprise approach for IT investments including governance, strategic direction, services and standards, and policies and processes;
- Supports the prioritizing of competing goals and needs for funding to maximize productivity through innovative technology solutions;
- Ensures the effective management of operating and capital budgets that includes innovative and creative solutions to resource challenges including re-allocating resources to align with and support the university's priorities and plans;
- Instills a department culture of value proposition spending that enables the efficient utilization and optimization of resources;



- Ensures systems and tools are available to enable the efficient collection, analysis and assembly of information to support strategic decision making at the university, faculty and department level;
- Represents the university on a variety of internal and external committees, working groups and associations as relevant;
- Builds and maintains collaborative relationships with internal and external stakeholders to ensure that their information and technology needs are proactively identified;
- Accountable for the efficient operation of core systems and infrastructure that support university operations within established performance targets.

Departmental Leadership

- Builds a positive work environment through the promotion of health and well-being and creates a culture of recognition weaving diversity, equity, inclusion, and a commitment to Truth and Reconciliation;
- Establishes collaborative and effective relationships between the department and university community to deliver customer service excellence and prudent management of technology investments;
- Fosters an environment of high performance, with an emphasis on service excellence, continuous improvement and teamwork to achieve high standards for the department;
- Contributes to a positive and effective employee experience by administering the collective agreement, consulting with People, Culture & Diversity on the interpretation of the agreement, and representing management where required in labour relations issues;
- Fosters a culture of staff engagement to attract, motivate, and retain quality staff. Supports and guides managers by consistently setting performance goals, conducting regular performance reviews, identifying developmental and operational needs, and providing appropriate training opportunities and mentoring to all department employees;
- Leads the development and implementation of departmental employee engagement plan that supports the effective engagement and development of employees and the achievement of organizational needs and service levels; and
- Provides regular status, performance and statistical reporting to the university.

THE PERSON

The ideal candidate is a collaborative, strategic, and people-centered technology leader who inspires trust through integrity, clear communication, and sound judgment. They are an innovative thinker who can balance long-term digital transformation with the practical needs of the institution, fostering a culture of continuous improvement and service excellence. A skilled relationship builder, they work effectively with diverse stakeholders, translating complex technical concepts into meaningful outcomes that support teaching, learning, research, and administrative services. They lead with empathy, accountability, and resilience, empowering teams to embrace change, develop their capabilities, and deliver secure, reliable, and forward-looking technology solutions that advance the University's mission and strategic priorities.



Required Knowledge, Abilities and Skills

- Exceptional interpersonal, communication, and conflict resolution skills with the ability to relate to a diverse range of people including the ability to relay complex and technical information in a clear and easily understood manner;
- Broad knowledge of the technology landscape, trends and issues for the post-secondary sector;
- Extensive knowledge of legislation and regulations impacting technology, information management and protection of personal information in the BC public sector;
- A positive and respected role model with the ability to initiate, motivate, and delegate;
- A creative and influential leader who uses a practical, collaborative, and common-sense approach;
- Politically sensitive and able to work effectively with all levels of individuals within the University;
- Committed to excellence and innovation in the workplace;
- Ability to strategically identify issues and analyze alternatives;
- Ability to work effectively under time constraints with changing priorities;
- Demonstrated skills in change and project management;
- Proven excellence in financial and personnel management.



Required Training and Experience

- Established professional credibility as supported by a master's degree in business administration, computer science or information technology plus ten years of senior technology leadership experience in an environment of similar scope and complexity (an alternate combination of education and experience may be considered).
- Demonstrated leadership competencies with a proven track record of developing and motivating employees to deliver service excellence.
- Proven track record of leading the successful delivery of business driven, enterprise-wide technology solutions, preferably within a higher education or public sector environment.
- Demonstrated ability to build partnerships with students and employees in all levels of the organization.
- Demonstrated ability to develop and implement strategies and plans that support a complex organization with evolving needs.



Competencies and Personal Characteristics

Leadership – Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Accountable – Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Strategic – Develops a plan in support of organizational strategic direction. Demonstrates an understanding of the link between one's job responsibilities and overall organizational goals.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the spirit behind the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Influential and Collaborative – Has an open and consistent approach to working with others and possesses strong interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining partner group agreement.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas; designs and implements new or cutting-edge programs/processes.

Effective Working Relationships – Treats colleagues, and stakeholders with respect; resolves conflicts in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Communication – Clearly presents written and verbal information; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well.

People Development – Fosters learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally and informally recognizes deserving staff and colleagues.

Partner Focused – Anticipates and attends to the needs of internal and external partner groups of the university; keeps partner interests in the forefront.



Capilano University is committed to supporting a campus community that is both diverse and inclusive. They believe that diversity within their workforce is essential in creating both an exceptional student and employee experience. As part of their ongoing commitment to Diversity, Equity and Inclusion (DEI), they strive to ensure that recruitment campaigns authentically reflect the diverse community they serve. CapU actively encourages applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, women, and members of the 2SLGBTQIA+ community, as they value the unique perspectives, lived experiences, and skillsets each individual brings to CapU.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. The salary range is \$151,088 - \$231,669 with a hiring point of \$190,000.

FOR INFORMATION PLEASE CONTACT:

Robin Noftall or Tony Kirschner

LEADERS INTERNATIONAL EXECUTIVE SEARCH

#1160—595 Howe Street

Vancouver, BC V6C 2T5

Phone: (604) 688-8422

Email: connect@leadersinternational.com

Leaders
INTERNATIONAL
Executive Search