



Job: Associate Chief information Officer of Infrastructure

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Position No.	00013925	Job Family	1-Info Technology
Department	SITMGTEAST	FLSA	Exempt
Campus	University Services	Wage Grade	10

Primary Purpose of Position

The Associate Chief Information Officer of Infrastructure (ACIO) is a senior leadership position responsible for overseeing critical IT services and infrastructure, including Networkmaine, Enterprise System Architecture & Administration, and technology services. The ACIO plays a key role in ensuring that the University of Maine System’s (UMS) IT infrastructure and services are reliable, scalable, and aligned with the needs of research, education, and administrative communities within the system.

Essential Duties

Networkmaine Leadership

1. Direct and oversee the operations of Networkmaine, a unit providing high bandwidth, low latency connectivity, and related services to Maine’s Research and Education (R&E) community.
2. Manage relationships with Internet Service Providers (ISPs) to ensure reliable, high-performance Internet access for Networkmaine members. Oversee the management of over 50 Gbps of aggregate bandwidth across multiple ISPs, ensuring redundancy and fault tolerance.
3. Serve as the regional connector to Internet2, enabling Networkmaine members access to advanced applications and services tailored for the research and education community.
4. Oversee the Maine Low Friction Network (MELFN), ensuring the Science DMZ network facilitates high-bandwidth, low-latency data exchange for research applications.
5. Provide access to major cloud service providers (AWS, Azure, Google Cloud) and manage router services, including 24/7 monitoring and trouble resolution for leased and Networkmaine circuits.
6. Direct the architecture, installation, and operation of campus network infrastructure, including network cabling, routers, firewalls, and security protocols.

Enterprise System Architecture & Administration Leadership

1. Lead the department responsible for managing critical enterprise IT functions, including Application Delivery Controllers, Multifactor Authentication, SSL Certificate Management, Single Sign-On (SSO), LDAP Administration, Google Workspace Administration, and UMS Accounts Management.
2. Ensure the enterprise architecture and administration services are secure, efficient, and capable of supporting UMS’s evolving needs.



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Nonessential Duties

None

Supervisory Responsibilities

- Direct supervision of managers and team leads within Networkmaine, Enterprise System Architecture & Administration, and other technology services.
- Direct supervision of technical staff and project teams supporting these areas.

Reporting Relationship

Reports to the Chief Information Officer.

Knowledge, Skills, and Abilities

Required:

- Expertise in creating and operating advanced financial models at the level of an MBA, including budget forecasting, cost-benefit analysis, and financial impact assessment for large-scale IT projects.
- Proven ability to analyze financial data to drive strategic decisions and optimize resource allocation.
- Demonstrated ability to lead large, complex IT operations and initiatives in a higher education or research environment.
- Expertise in network management, including experience with ISP management, Internet2 connectivity, and dedicated research networks.
- In-depth knowledge of enterprise architecture, including identity and access management, application delivery controllers, and cloud services.
- Strong leadership and management skills, with the ability to motivate and guide teams across multiple functional areas.
- Excellent project portfolio management skills, including project planning, budgeting, and risk management.
- Ability to develop and maintain strong vendor relationships, ensuring that UMS receives high-quality services and support.
- Strategic thinking and problem-solving skills, with the ability to align IT services with institutional goals.
- Excellent communication skills, with the ability to convey complex technical concepts to non-technical stakeholders.

Qualifications

Required:

- Master's degree in Information Technology, Computer Science, Business Administration, or a related field.
- Significant experience in leading enterprise-level IT services, including network management, system architecture, and end-user technology support.
- Extensive experience with large financial models, including budget forecasting, cost-benefit analysis, and financial impact assessments for large-scale IT projects.



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- Proven experience in creating executive analysis and reporting, including development and presentation of SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to senior leadership.
- Proven track record of managing large and complex IT budgets and vendor relationships.
- Experience in supporting research and education networks, including Internet2 and Science DMZ networks.

Preferred:

- Experience managing IT services within a multi-campus university system.
- PMP certification or demonstrated progress towards PMP certification.

Note: University Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.

Signatures

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

Employee: _____

Date: _____

Supervisor: _____

Date: _____