February 4, 2021

Members of the hiring committee:

It is my privilege to submit my application for consideration for the position of Chief Technology Officer at Lewis-Clark State College. My background is in technology but I've taken a break and spent the past two years helping my son establish his business. It's been rewarding to help him develop and grow and to see the business flourish. He's now in a place where he can sustain and build it on his own and I'm looking to reinvest myself in helping others through a senior role in technology leadership. I am passionate about leadership and mentorship and I'd like to present an overview of my experience and how I believe it will help your students, faculty, and staff, and the communities you support.

I have over 20 years' experience in IT with progressing levels of responsibility supporting research / academic departments and administrative divisions, as well as representing our organization in statewide committees. This has made me comfortable working with leaders and executives at all levels, and I enjoy helping others understand technology and technological concepts so they can make informed decisions and better partner with IT in guiding the organization. I am an enthusiastic problem solver, accomplished in developing strategic plans and then converting them into results-oriented action plans. My focus is on goals supporting business objectives and making those objectives a reality.

I have extensive experience communicating and collaborating with technical and non-technical folks at all levels throughout an organization. I also greatly enjoy working as part of teams that produce high impact results. This is crucial to successful business process improvement and the transformation required to adapt in the technology driven age we live in. I enjoy partnering with others and effective communication is at the heart of my being able to understand needs and empathize with the desires and frustrations of users and department managers. This drives effectual discussions and planning that results in successful implementation and refinement of technology solutions.

My strategic technology background lies in positioning enterprise infrastructure services to be leveraged by others in a way that truly benefits those who use it while at the same time being more reliable, available, stable, scalable, and secure. I am especially proud of my work developing strategic visions and plans for our infrastructure teams at both Arizona Western College and UC Santa Barbara, as well as being a key member of several strategic planning committees at AWC. I worked constantly with non-technical leaders to understand their future needs so we could include those in our planning and make sure that we weren't merely delivering improvements; we were delivering the future.

I understand that technology is the foundation for just about everything and that cyber security and business continuity are foundational to technology. That's an important statement because in today's world more than ever, the quality of technology very directly affects the quality of instruction, the student experience, and the faculty experience as well. It determines how quickly and how effectively staff can get the information they need to support students and this all translates into how effectively a college can serve its communities. LCSC's CTO must be agile and on top of trends in technology in education and how to remove barriers that prevent students from achieving their educational and career goals. It's not enough to deliver these technologies; they need to be usable by their target constituencies and there needs to be adequate training and support so they can be leveraged to benefit others. A crucial part of project planning is not only the clear definition of requirements but a very clear picture of what successful use of the technology will look like. I understand the criticality of technology as a foundation and as a change agent capable of achieving vision, I am committed to its successful implementation and use.

As it is core to who I am, I would like to emphasize that I really am passionate about helping others. I've always enjoyed it but while deployed to Iraq and charged with leading a team helping Iraqi civilians, I

found leadership to be my calling. When I returned from Iraq I finished my Bachelor's degree and earned my MBA, focusing my studies on leadership topics. Not content to stop there, I am preparing to pursue my EdD in Organizational Leadership and Development. I believe that my 15 years' experience as a leader combined with my communication skills and background in defining issues and developing cross-team technology solutions that benefit the organization will be invaluable in my excelling in this position.

I would also like to point out that I love working in higher education. While I could earn more money doing the same thing in the private sector, I am drawn to higher education. I believe that education empowers individuals with the tools they need to better succeed at their current jobs, prepare them for the jobs they dream of, and enable them to be part of altering the course of human history. Over and over I have told students and young people who have worked for me that they should be careful to avoid jobs whose reward is only in the salary and instead find careers that feed their souls. I certainly found mine.

I appreciate your time and consideration in looking at the fit between who I am and what I have to offer and how it meshes with your culture and strategic direction. I am excited about partnering with you in changing lives for the better and I look forward to talking with you in person soon.

Live well, laugh often, and do great things for others every day –

Joe McLain