

University of Massachusetts Amherst

Associate Chief Information Officer, Enterprise Applications & Platforms

Leadership Profile

April 2026



Executive Summary

The Associate Chief Information Officer, Enterprise Applications & Platforms (ACIO) is a member of the IT executive leadership team and provides strategic leadership and institutional accountability for the University's enterprise and academic application portfolio, including Academic Technologies, Student Information Systems, cloud-enterprise platforms, and enterprise integration and software development services.

UMass Amherst, the Commonwealth's flagship campus, is a nationally ranked public research university offering a full range of undergraduate, graduate, and professional degrees. Situated on nearly 1,450 acres in the scenic Pioneer Valley of Western Massachusetts, the University provides a rich cultural environment in a bucolic setting close to major urban centers. As part of the Five Colleges consortium, which includes Amherst College, Hampshire College, Mount Holyoke College, and Smith College, UMass Amherst benefits from a vibrant intellectual community.

The ACIO at UMass Amherst coordinates enterprise direction, governance, and investment strategy to ensure platforms operate as scalable, secure, and compliant institutional assets aligned with academic and administrative priorities. Serving as a trusted advisor to executive, academic, and administrative leadership, the Chief Applications Officer translates institutional priorities into platform-enabled strategies, supports portfolio-level decision-making, and ensures measurable value, reliability, and continuous improvement across academic and enterprise systems.

The ACIO leads the University's enterprise and academic application portfolio, setting strategy, investment direction, and multiyear roadmaps aligned with institutional priorities. This role oversees portfolio governance and lifecycle management to ensure secure, scalable cloud-based platforms that support operations, engagement, and data-informed decision-making across enterprise and academic systems.

The ACIO serves as a senior advisor to executive, academic, and administrative leadership on platform strategy, governance, investment, and risk. The role represents the application portfolio in planning and governance forums, ensures vendor and financial accountability, and partners with cybersecurity, infrastructure, and data leaders to support compliance, resilience, and sustainability.

Successful candidates will bring demonstrated experience leading enterprise-scale change in large, complex institutions—preferably public research universities—along with the ability to establish governance, reduce legacy complexity, and guide institutions through platform modernization. The role requires an exceptional communicator and collaborator who operates effectively in complex and shared-governance environments, can translate technical and architectural considerations into clear institutional tradeoffs, and builds trust with academic and administrative stakeholders while delivering enterprise outcomes.

To submit a nomination or express personal interest in this position, please see Procedure for Candidacy on page 12.

Role of the Associate Chief Information Officer, Enterprise Applications & Platforms

The Associate Chief Information Officer, Enterprise Applications & Platforms (ACIO) sets and executes the institutional vision, strategy, and investment approach for the university's enterprise and academic application ecosystem—including Academic Technologies, Student Information Systems, cloud-based enterprise platforms, and enterprise integration and software development services—ensuring alignment with institutional priorities, academic strategy, enterprise architecture, and emerging higher education and technology trends. Additionally, the ACIO will provide executive oversight for enterprise integrations, software development, and Student Systems, ensuring secure, reliable, and scalable interoperability across institutional systems, strategic direction, operational alignment, talent development, and measurable performance.

In addition to expertise in applications, the ACIO will serve as a senior strategic advisor and institutional partner to executive leadership, deans, faculty leadership, and administrative officers on enterprise platform strategy, priorities, tradeoffs, investment considerations, and risk.

The Associate Chief Information Officer enters the role at a time of significant institutional change. UMass Amherst has recently transitioned to a centralized “One IT” operating model, bringing together historically distributed teams, systems, and decision-making structures. Success in the role will depend on the ability to navigate organizational complexity, balance system-level constraints with campus-specific needs, and lead thoughtfully through change.



Position Summary

Reporting Relationships

Reporting to the Vice Chancellor for Information Technology, Chief Information Officer, Christopher Misra.

Responsibilities

Strategy, Portfolio Ownership & Platform Leadership

- Provides executive ownership and accountability for the enterprise application portfolio, establishing multiyear roadmaps, guiding build/buy/partner decisions, and overseeing portfolio-level prioritization, investment, and lifecycle management to maximize institutional value, flexibility, and resilience.
- Positions cloud-based platforms as strategic enterprise platforms, enabling constituent engagement, service management, workflow automation, and data-driven decision making across academic and administrative domains.
- Establishes and enforces governance frameworks and standards to ensure platforms are scalable, reliable, secure, compliant, interoperable, and resilient, while defining enterprise-level success measures and using performance data to drive continuous improvement.
- Leads institution-wide reassessment of application portfolios, business processes, and platform configurations to reduce duplication, address legacy technical debt, and ensure technology solutions align with clearly defined institutional processes and outcomes.

Enterprise Applications, Student Systems & Integrations

- Provides executive oversight for enterprise integrations, software development, and Student Systems, ensuring secure, reliable, and scalable interoperability across institutional systems, strategic direction, operational alignment, talent development, and measurable performance.
- Collaborates with institutional governance committees to establish and enforce architectural and development standards supporting integration across campus platforms.
- Ensures integration capabilities align with enterprise priorities, data governance, and long-term platform strategy.
- Ensures Student Information Systems are strategically governed and modernized to support enrollment, records, curriculum, and student lifecycle processes.
- Ensures SIS effectively integrates with academic and administrative platforms.
- Facilitates high-level engagement with administrative leaders to clarify business requirements, establish priorities, and communicate updates, ensuring enterprise platforms are institutionally aligned and future-oriented.

Academic Technologies

- Provides executive oversight for Academic Technologies, including the LMS and related learning platforms, ensuring alignment with teaching, learning, pedagogy, and student success goals.
- Provides executive leadership for a Deputy overseeing Academic Technologies, including strategic direction, delegated operational authority, performance accountability, coordinated execution, and talent development.

- Guides long-range modernization strategies for academic systems that leverage enterprise platforms, shared services, and integrations while respecting academic autonomy and disciplinary needs. range modernization strategies for academic systems that leverage enterprise platforms, shared services, and integrations while respecting academic autonomy and disciplinary needs.
- Leads campus-wide efforts in market analysis and benchmarking to identify emerging technologies and best practices.
- Facilitates high level engagement with academic leaders to define business requirements, communicate strategic updates, and ensure technology solutions are responsive, forward-looking, and aligned with institutional priorities.

Institutional Partnerships, Governance & Risk Leadership

- Translates institutional priorities into platform-enabled strategies, shared service models, and digital capabilities, driving executive alignment, adoption, change management, and value realization.
- Represents the enterprise application and platform portfolio in executive forums, governance bodies, and institutional planning processes, providing clear, outcome focused communication on platform strategy, performance, investment posture, and risk.
- Coordinates and co-develops governance frameworks for enterprise applications and platform, establishing shared decision rights, architectural standards, funding models, and data stewardship practices while ensuring compliance with regulatory, privacy, and security requirements
- Partners with cybersecurity, infrastructure, and data leadership to maintain a strong institutional risk management and resilience posture.
- Provides enterprise change leadership and stakeholder engagement to support adoption of shared services, governance models, and platform standards, ensuring campus partners are engaged, heard, and supported throughout transitions.

Candidate Qualifications

Education/Certification

- Bachelor's Degree in Engineering, Information Technology, Computer Science or related field and seven (7) years progressive senior management experience in Information Technology. A Master's degree and experience operating within a product-centric or product-oriented IT organization is preferred.

Knowledge and Work Experience

- Demonstrated experience leading enterprise-scale change, organizational transformation, or major platform modernization initiatives in complex environments. Strong preference for candidates with experience in large public universities and/or unionized organizations, with the ability to operate effectively within those environments.
- Proven ability to establish and operationalize governance, accountability, and decision-making frameworks while navigating political complexity and competing institutional priorities.
- Demonstrated experience providing executive-level leadership for complex application portfolios or large-scale enterprise systems.
- Experience overseeing enterprise platforms such as academic technologies, student information systems, CRM, service management platforms, and system integrations.
- Proven experience operating in a complex, matrixed organization, partnering with executive, academic, and administrative stakeholders.
- Leadership of enterprise platforms such as ERP, SIS, CRM, or major academic technology ecosystems.
- Broad knowledge of enterprise application ecosystems, including application lifecycle management, platform strategy, and integrations.
- Familiarity with contemporary enterprise technology domains, including SaaS and cloud platforms, integration and middleware technologies, low code/no code platforms, and enterprise data and analytics.
- Working knowledge of IT service management and service design principles (e.g., ITIL).
- Strong understanding of higher education regulatory, privacy, and security requirements (e.g., FERPA, GDPR) and core cybersecurity principles.
- Demonstrated experience establishing or operating IT governance, portfolio management, and investment prioritization frameworks.
- Demonstrated executive presence with the exceptional ability to build relationships, influence at the executive level, and translate complex technical concepts into clear, outcome-focused communication for nontechnical audiences.
- Excellent leadership, communication (written and verbal), and presentation skills.
- Commitment to continuous improvement, collaboration, and customer-focused service delivery.
- A collaborative, people-first leader who builds trust through engagement, transparency, and credibility. Exceptional ability to communicate clearly with nontechnical audiences and to guide difficult conversations involving prioritization, standardization, and change. Demonstrated commitment to coaching, mentoring, and

staff development, with an inclusive leadership approach grounded in partnership and respect. Strong work ethic, resilience, and professional maturity appropriate to a demanding, high-impact executive role

About the University of Massachusetts Amherst

Overview

The flagship of the Commonwealth, the University of Massachusetts Amherst, is a nationally ranked public land-grant research University that seeks to expand educational access, fuel innovation and creativity, and share and use its knowledge for the common good. Founded in 1863, UMass Amherst sits on nearly 1,450-acres in scenic Western Massachusetts and boasts state-of-the-art facilities for teaching, research, scholarship, and creative activity. The institution advances a diverse, equitable, and inclusive community where everyone feels connected and valued—and thrives, and offers a full range of undergraduate, graduate, and professional degrees across 10 schools and colleges, and 100 undergraduate majors. We believe every member of our University community can contribute to our ongoing success by striving for the highest level of excellence as we seek breakthrough solutions to mounting environmental, social, economic, and technological challenges in our world.

Points of Pride

As the flagship public higher education campus in the Commonwealth of Massachusetts, the University of Massachusetts Amherst holds a pivotal role in driving positive change for the greater good. They have grown to become the largest public research University in New England, renowned for the outstanding quality and diversity of their academic, research, and community engagement initiatives. Presently, their student body comprises over 24,000 undergraduates and 7,800 graduate students from 71 countries and all 50 states, totaling more than 31,800 individuals.

- Number 26 U.S. News & World Report Ranking Among National Public Universities
- Top 50 Best Value Public Colleges, The Princeton Review
- 1,900 Faculty Members and Nearly 4,500 Professional, Clerical, and Trade Staff
- Over 100 Undergraduate Programs as Well as Over 120 Graduate Programs
- One of the Nation's Top-Producing Research Universities for Fulbright Scholars
- Number One Best Campus Food, The Princeton Review
- Four-Year Graduation Rate of 76% ranks in the Top Six Nationally Among Public Universities
- Revolutionary Research—UMass Amherst Research Expenditures in Fiscal 2023 totaled \$269 million
- #20 in Artificial Intelligence, U.S. News & World Report
- 21% of the student body are the first in their families to attend college
- The LGBTQ Center and Women's Center, Among the First Established in The Nation
- A Recognized Leader in Recruiting and Supporting Veterans in Their Post-Service Education. The Campus Currently Serves More than 400 Veterans

- A Powerful Network of More Than 330,000 Alumni Working in Such Dynamic Places as Broadway, NASA, Google, Fenway Park, IBM, The Brooklyn Museum, CNN, General Electric, and Alaska's Denali National Park. They are Leaders on Beacon Hill and Capitol Hill, on the Stage and on the Field, in the Board Room and in the Laboratory
- The Fine Arts Center Brings Nationally Known Theater, Music, and Dance to Campus Year-Round with Six Campus Galleries Exhibiting Visual Arts
- The Road to Carbon Zero— UMass Amherst is committed to fully transition to renewable energy sources—including wind, solar, and geothermal
- A Fantastic College Town—Hiking, Biking, Museums, Music, Theatre, History, Food and Farms - it's All in Amherst



About the Information Technology Department

At the University of Massachusetts Amherst, [Information Technology](#) plays a crucial role in many key areas, including but not limited to student success and engagement, research competitiveness, and multi-modal education.

The role of the IT organization is to provide comprehensive, high-quality technology services that enhance the academic mission and business processes for students, faculty, and staff. IT's services portfolio includes user-facing services such as email and collaboration tools; technology in instruction, innovation, and learning spaces; infrastructure, including networks, computing, storage, and web services; and core enterprise systems, such as student administration, learning management, and data analytics systems. IT establishes standards, assesses trends in the rapidly changing IT industry, and pursues emerging technologies that improve the professional and personal experiences of the campus community.

IT maintains a commitment to a culture of quality customer service and responsible stewardship of resources. Through strong campus partnerships with campus leaders, IT is proud to support the teaching, research, service missions, and strategic goals of the commonwealth's flagship campus.

Leadership

Dr. Javier Reyes, Chancellor



Javier A. Reyes, PhD, became the 31st leader of the University of Massachusetts Amherst on July 1, 2023, following his selection as chancellor of the commonwealth's flagship campus by the UMass Board of Trustees.

Reyes is an economist who has devoted his career to the cause of public higher education, holding leadership positions at the University of Illinois Chicago (UIC), West Virginia University, and the University of Arkansas. Born and raised in Mexico, he is the first Hispanic person to serve as chancellor of UMass Amherst.

Before coming to UMass, Reyes served as interim chancellor of UIC, Chicago's largest university campus, with more than 33,000 students and \$440 million in research awards. Previously, he served as UIC's provost and vice chancellor for academic affairs, joining the campus in 2021. Leading UIC, first as provost and later as interim chancellor, Reyes initiated a redesign of UIC's budget model and a restructuring of teaching innovation environments to position UIC for success amid a new era of innovative and accessible education. Committed to the principles of diversity, equity, and inclusion, Reyes outlined a bold vision to address critical gaps in racial equity across the institution, with a specific focus on increasing Black student enrollment, retention, and graduation rates.

Reyes served as dean of West Virginia University's John Chambers College of Business and Economics from 2016–2021 and vice president for StartUp West Virginia from 2018–2021. He built impactful corporate partnerships to strengthen student placement and serve West Virginia's land-grant mission. He spearheaded the transformation of the college into a pillar of inclusive entrepreneurship, innovation, and economic development for the university and the state.

Prior to moving to West Virginia, Reyes served as vice provost for online and distance education at the University of Arkansas and as the associate dean for undergraduate studies and executive education in the Sam M. Walton College of Business. He initially joined the economics faculty of the University of Arkansas in 2003.

Reyes has been a National Science Foundation proposal reviewer, invited lecturer, and visiting scholar at a number of institutions internationally, including the Clinton School of Public Service and the International Monetary Fund. He has also served as an academic scholar at the European Bank for Reconstruction and Development in London and as a research analyst at the investment firm Value Casa de Bolsa, headquartered in Mexico. He has served on the Boards of Directors for the Field Museum, the National Museum of Mexican Art in Chicago, Miller Industries (NYSE: MLR), and City Holding Company (NASDAQ: CHCO). He is actively engaged with the TIAA Diversity Council and the Association of Latino Professionals for America (ALPFA).

Reyes received his bachelor's degree in economics from the Instituto Tecnológico y de Estudios Superiores de Monterrey, Campus Estado de Mexico, in 1998, and his doctorate in economics from Texas A&M University in 2003.

Christopher Misra, Vice Chancellor and Chief Information Officer



Christopher Misra is the Vice Chancellor and Chief Information Officer (CIO) at the University of Massachusetts Amherst. With more than 25 years of experience at UMass, Chris leads the University's IT strategy and operations to support its mission of teaching, research, and public service.

Throughout his career, Chris has worked on many of the challenges involved in running IT for a large public research institution. He's held roles in network systems, cybersecurity, and technology planning, and embraces the chance to tackle complex problems where there are no easy answers. In his current role, he focuses on building reliable systems and making sure students, faculty, and staff have the tools to do their best work.

Chris also serves as Vice Chair of the InCommon Steering Committee, is a board member for the Northeast Research and Education Network (NEREN) and OSHEAN, and serves on the EDUCAUSE Nominations and Leadership Development Committee. He values working with peers across higher education to share ideas, learn from others, and contribute to efforts that strengthen the broader IT community.

A UMass Amherst graduate with a degree in civil engineering, Chris approaches his work with a practical mindset and a focus on solutions that translate to success. He believes in doing the work, supporting the people around him, and contributing where it counts.



Amherst, MA

The town of Amherst, located in the scenic Pioneer Valley of Western Massachusetts, is an inclusive community offering numerous educational and cultural opportunities. Amherst and its surrounding areas are bubbling with culture, art, music, fine dining, theater, and history, and offer activities and resources that can be enjoyed by all ages. The Amherst Public School System has an exceptional reputation in the Commonwealth of Massachusetts. Amherst enjoys a tradition of open professional government, quality education, support for open space, and agriculture. For those looking for a more metropolitan connection, Amherst is located:

12 miles east of Northampton, MA, 30 miles north of Springfield, MA, 53 miles north of Hartford, CT

90 miles west of Boston, MA

175 miles northeast of New York, NY

There is also the great outdoors, with miles and miles of hiking trails that cut across rocky peaks and dive deep into quiet woodlands. There are bike paths that run from one town to the next on the old rail lines that first defined New England. And there is absolutely nothing quite like the beauty of fall in western Massachusetts.

Procedure for Candidacy



All applications, nominations, and inquiries are invited. Applications should include, as separate documents, a CV or resume and a letter of interest addressing the themes in this profile.

WittKieffer is assisting the University of Massachusetts Amherst in this search. For fullest consideration, candidate materials should be received by June 1st.

Application materials should be submitted using WittKieffer's [candidate portal](#).

Nominations and inquiries can be directed to Christy Pratt or Ben Haden through the office of Ethan Robles via email: erobles@wittkieffer.com.

The target salary range for this position is between \$175,000 and \$215,000 annually, commensurate with experience.

UMass Amherst is committed to a policy of equal opportunity without regard to race, color, religion, caste, creed, sex, age, marital status, national origin, disability, political belief or affiliation, pregnancy and pregnancy-related condition(s), veteran status, sexual orientation, gender identity and expression, genetic information, natural and protective hairstyle and any other class of individuals protected from discrimination in employment, admission to and participation in academic programs, activities, and services, and the selection of vendors who provide services or products to the University. To fulfill that policy, UMass Amherst is further committed to a program of affirmative action to eliminate or mitigate artificial barriers and to increase opportunities for the recruitment and advancement of qualified minorities, women, persons with disabilities, and covered veterans. It is the policy of UMass Amherst to comply with the applicable federal and state statutes, rules, and regulations concerning equal opportunity and affirmative action.