



**UMass Chan**  
MEDICAL SCHOOL

## **Chief Information Officer**

Leadership Profile

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**WittKieffer**

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## The Opportunity

UMass Chan Medical School (UMass Chan) seeks a visionary and dynamic executive to serve as its next Chief Information Officer (CIO). This is a unique opportunity to help transform and grow a leading academic health sciences campus through leveraging technology in support of the institution's strategic priorities.

Ranked number one in the northeast for primary care education by *U.S. News & World Report*, and one of the fastest growing biomedical research institutions in the country, UMass Chan is the Commonwealth of Massachusetts' only public medical school. It maintains a strong commitment to public service, including the provision of health services to vulnerable populations. With more than \$300 million per year in research funding, the UMass Chan research community comprises more than 3,600 faculty members including a Nobel Laureate, a Breakthrough Prize and Lasker award recipient, a Gruber Prize recipient, more than a dozen National Academy members and several investigators of the Howard Hughes Medical Institute.

Reporting to the Executive Vice Chancellor, Administration and Finance, the CIO will be responsible for the overall strategic planning, implementation and management of information systems and technology across UMass Chan. The CIO will ensure that technology solutions align with the organization's goals and provide seamless integration between UMass Chan, UMass Memorial Health Care (UMMHC) and other academic partners. The CIO will develop and implement an IT roadmap that aligns with the organization's strategic goals; oversee appropriate reorganization of IT resources, structure, and services; enhance the institution's analytics capabilities; collaborate with research informatics and computation leaders to ensure a robust data and research infrastructure; continued advancement of the information security program; and, develop the IT governance structure to ensure the organization's ability to effectively prioritize new technology investments.

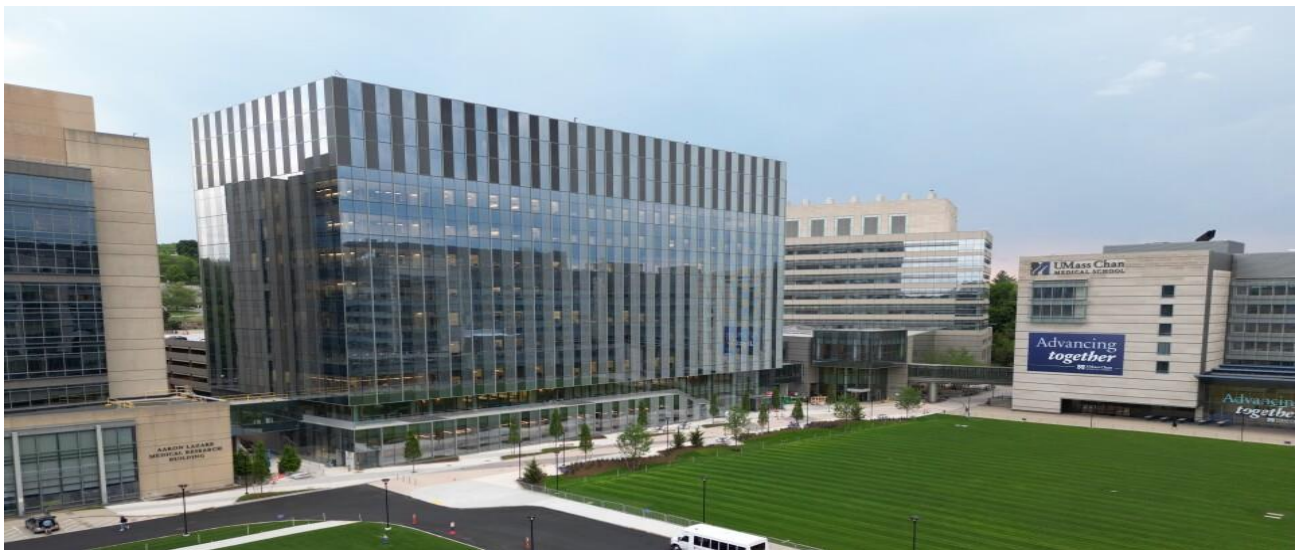
The successful CIO will be an experienced and collaborative IT leader who is team oriented and comfortable building consensus across a highly complex, matrixed enterprise. The CIO will have strong communications skills and financial savvy and be able to develop and maintain strong working relationships with a diverse group of constituents. They will be knowledgeable about trends in technology supporting medical education and biomedical research. The CIO will be a servant leader who can lead change effectively.

## Organization Overview

### UMass Chan Medical School

UMass Chan Medical School (UMass Chan) was established by the commonwealth in July 1962 as a state-supported public medical school for Massachusetts. UMass Chan, located in Worcester, is one of five campuses in the University of Massachusetts system. Academic advancement has been a driving force for the faculty of the University of Massachusetts. UMass Chan consistently ranks among the top medical schools in the country for primary care and fosters a uniquely collaborative spirit and culture. Growth of the biomedical research enterprise at the institution has been significant. Total research awards exceeded \$320 million in FY 2023. UMass Chan, as the Commonwealth of Massachusetts' only public medical school, maintains a strong commitment to public service, including the provision of health services to vulnerable populations.

UMass Chan is led by Michael F. Collins, MD, Chancellor and Senior Vice President for the Health Sciences. Terence R. Flotte, MD, serves as Provost, Executive Deputy Chancellor and Dean of the T.H. Chan School of Medicine. In Sept. 2021, as a result of the [largest philanthropic gift in the history of the University of Massachusetts system](#) to date, UMass Medical School was renamed to UMass Chan Medical School. Its three graduate schools, with approximately 1,500 students, were also renamed: the T.H. Chan School of Medicine, the Morningside Graduate School of Biomedical Sciences and the Tan Chingfen Graduate School of Nursing. Together, Chancellor Collins and Provost Flotte have led numerous important initiatives including redesigning the medical education curriculum and expanding basic, clinical, and translational research.



UMass Chan excels at the preparation of students for careers in the primary care disciplines; the T.H. Chan School of Medicine has garnered a national reputation for primary care education. *U.S. News & World Report* perennially ranks UMass Chan among the best of the nation's accredited medical schools for primary care education. UMass Chan's success in training physicians can be attributed in part to an educational philosophy emphasizing early exposure to clinical and community practice, beginning with the first year of medical school. The innovative new curriculum aggregates students in learning communities and encourages interdisciplinary collaboration and mentoring. Reinforcing the success and quality of the educational program are the results of the annual Match Day at UMass Chan, with the National Resident Matching Program results showing year after year UMass Chan graduates accepted into some of the most competitive residency programs in the country.

As the Commonwealth's only public medical school, UMass Chan emphasizes building local partnerships and creating opportunities for students and residents to learn in and serve Massachusetts communities through the

care of underserved populations. There is a wide range of clinical training in community-based sites including community hospitals, health centers, and private physician offices.

Of the more than \$300 million in research funding that UMass Chan attracts annually, \$200 million comes from the National Institutes of Health (NIH). This has helped to move UMass Chan to the leading edge of medical research in human disease and treatment. UMass Chan is among the nation's leading medical schools in NIH funding, according to the latest (2023) Blue Ridge Institute for Medical Research ranking, placing 37<sup>th</sup> nationally. UMass Chan's success was marked by the 2006 awarding of the Nobel Prize in Physiology or Medicine to Craig Mello, PhD, and his collaborator, Andrew Fire, PhD, at Stanford, for their discovery of RNA interference—i.e., gene silencing by double-stranded RNA. In addition, UMass Chan's faculty currently includes three Howard Hughes Medical Institute Investigators, more than a dozen members of the National Academies, a 2023 Gruber Prize recipient, a 2015 Breakthrough Prize winner and a 2008 Lasker awardee.

UMass Chan is a force in basic and clinical research. Among the many areas of concentration are innate immunity, digital medicine, neuroscience, immunology, cancer biology, diabetes, gene function and expression, molecular genetics, systems biology, bioinformatics and computational biology, structural biology and RNA therapeutics. UMass Chan has been an international leader in the fields of human genomics and epigenomics with exceptional strengths in developing and maintaining public repositories with large-scale genome sequencing and epigenome mapping data produced by international NIH-funded consortia such as the ENCODE project and the 4D Nucleome project. The school has world class expertise in the study of structure and function of genomes. UMass Chan has made significant and strategic investments in developing state-of-the-art infrastructure in the areas of genomics, super resolution and live cell imaging, spatial transcriptomics, and structural biology (CryoEM). A state-of-the-art High Performance Computing Center and Storage Facility supports the research enterprise.

Over the last eight years, Provost Flotte has built a nationally recognized gene therapy center, presently engaged in pre-clinical and clinical trials in many disorders including neurodegenerative diseases (e.g., ALS, Huntington's disease) and brain tumors. An NIH-funded Clinical and Translational Science Award (CTSA) created an academic home for clinical and translational science across all five University of Massachusetts campuses. This award continues to support key services, including Career Development Awards for early career faculty. In addition, an Ambulatory Care Center (ACC) is home to four Centers of Excellence: Cancer, Cardiovascular, Diabetes, and Musculoskeletal care and research. The essential element of the ACC, which opened in the summer of 2010, is co-localized clinical care, clinical research, and clinical education in adjacent spaces on each floor to allow physician-investigators and patients to move seamlessly from where they receive treatment to where they may participate in trials of investigative therapies, making "from bench to bedside" a reality for patients.

Founded in 1999, [ForHealth Consulting](#) (formerly Commonwealth Medicine) is the healthcare consulting and operations division of UMass Chan Medical School working with more than 100 clients and partners across the U.S. to improve the healthcare experience, making it more equitable, effective, and accessible. ForHealth Consulting consists of over 1,100 employees and manages over 400 active contracts, including multiple state health and human service agencies and Medicaid programs. As part of UMass Chan Medical School, ForHealth leverages world-class expertise and deep experience to develop innovative solutions that transform every aspect of the health and human services system – from payment and financing to clinical practice and information management. The value of ForHealth's mission as part of one of the nation's top medical schools is its commitment to reinvest revenue to advance research and prepare the next generation of healthcare providers.

In 2022 and 2023, *The Boston Globe* named UMass Chan to its list of the Top Places to Work in Massachusetts. Among 175 organizations representing all industries and sizes, UMass Chan was the only institution of higher education in the commonwealth to be recognized. Further, in 2023, UMass Chan was one of 23 organizations statewide recognized by *The Boston Globe* for its commitment to diversity, equity, and inclusion practices. Additional information can be found at [UMass Chan Medical School named one of Boston Globe's Top Places to Work](#). In 2024, *USA Today* named UMass Chan a Top Workplace.

For additional information, please visit: [www.umassmed.edu](http://www.umassmed.edu)

## Position Summary

The Chief Information Officer (CIO) will be responsible for the overall strategic planning, implementation, and management of information systems and technology across UMass Chan Medical School. The CIO will ensure that technology solutions align with the organization's goals and provide seamless integration between UMass Chan and UMass Memorial Health Care (UMMHC) as well as other academic partners from across the commonwealth. This role oversees the IT organization as well as strategic planning for major technology initiatives. The CIO must be a highly collaborative, seasoned senior leader with the ability to provide fiscal oversight of the department's financial resources to support the clinical, research, and administrative functions across the enterprise.

## Reporting Relationships

The CIO will report to the Executive Vice Chancellor, Administration and Finance and will be responsible for a team of more than 160 FTEs

## Responsibilities

The successful CIO will:

- Develop and execute a comprehensive IT strategy and roadmap that aligns with UMass Chan's mission and strategic goals. Focus on enhancing internal processes, driving engagement with all university members, and positioning the organization as a leader in digital health care, research and education.
- Provide leadership in the planning and implementation of enterprise information systems to support research, teaching, consulting, and administrative operations.
- Continue the development of an IT organization with a strong customer service and problem-solving orientation with respect to all areas managed. Stated simply, a "yes, and" approach to leadership by the CIO and the team.
- Build and nurture a strong relationship within and outside the organization through effective leadership, proactive collaboration, and interpersonal skills. Serve as a trusted advisor to the leadership team and ensure high-quality IT support and services.
- Participate in critical cross-campus initiatives and committees, serving as an advocate to ensure UMass Chan Medical campus needs are met.
- Model a consistent commitment to UMass Chan's principles of diversity, equity and inclusion.
- Lead the development and adoption of strategies and processes for data management, analytics tools, and technology services. Promote the harmonization and accessibility of data across the organization to maximize its value.
- Collaborate with senior leadership to understand business needs and translate them into technology solutions that drive growth and efficiency.
- Develop strong relationships with the Chief Research Informatics Officer, Chief Research Computing Officer, and CIOs at partner organizations to enable the research and educational missions of UMass Chan.
- Participate in, and provide thought leadership for, large Enterprise Resource Planning initiatives.

- Ensure the reliability, security, and scalability of the company's technology systems and infrastructure.
- Oversee the planning, development, and implementation of IT infrastructure projects, including technology evaluations, acquisitions and application development.
- Manage the implementation of IT services for new facilities, ensuring robust infrastructure for voice, data, wireless, audio-visual and telecommunications systems.
- Support key departments and labs with tailored technology solutions, facilitating projects and addressing specific business needs.
- Develop and retain competitive, high-performing technology talent. Assess existing talent and organization structure, redeploying/re-skilling resources as necessary to focus on higher-value initiatives. Develop a strategy that enables the organization to build a diverse talent pipeline that ensures future success.
- Lead the development and implementation of strategies for data management and analytics tools to enhance data accessibility and value. Oversee data governance and ensure integrity, security and compliance of information systems with institutional and regulatory standards.
- Coordinate and provide training on technology-based products and services, expanding the use of digital tools and web-based learning.
- Drive digital innovation and transformation initiatives that leverage emerging technologies to enhance business operations and competitive advantage.
- Identify and implement technology solutions that improve efficiency, productivity and user experience.
- Contribute to the development of UMass Chan's informatics curriculum and support the teaching community's technological needs.
- Optimize the use of operating and capital resources to ensure cost-effective IT operations.
- Develop sustainable budget models for IT initiatives and manage financial resources efficiently.
- Identify opportunities for technology upgrades, process improvements and product evaluations to keep UMass Chan at the forefront of technological advancements.
- Facilitate vendor selection and technology demonstrations to ensure the organization stays ahead of emerging trends.
- Promote the expansion of services to public partners and foster a collaborative IT environment.

## Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Establish strong, collaborative relationships and engage stakeholders across the organization including administrators, deans, faculty, researchers, students, and academic partner IT leaders. Be perceived as a solid team player who has credibility and integrity and contributes broadly as a subject matter expert in information technology and is a thought leader in UMass Chan's strategic planning.
- Develop and garner buy-in for, and then implement, an enterprise-wide IT roadmap that is aligned with the mission and priorities of UMass Chan. Communicate this plan throughout the enterprise.
- Contribute to the UMass Chan reputation as a collegial and collaborative organization.
- Assess the current IT organization including resources, projects, structure, and staff. Provide the leadership and management to enable a high-performing, customer service-oriented team. Enable a culture that energizes and is supportive of staff and offers career growth and development opportunities to aid in recruitment and retention.
- Ensure all data at UMass Chan is secure through thoughtful cybersecurity planning; continue to advance the information security program.
- Provide oversight in the effort to complete migration of the UMass Chan data center.
- Build strong relationships with UMass Chan's clinical partners, University of Massachusetts leadership and the leaders of other campuses, external collaborators and third-party vendors to maximize value from those relationships. Participate in critical cross-campus initiatives and committees, serving as an advocate to ensure UMass Chan Medical campus needs are met.
- Lead efforts, collaborating with research informatics leaders, to continue modernizing UMass Chan networking, infrastructure, and storage to ensure all parts of information technology are effectively the needs of a prestigious and growing public medical school.
- Develop appropriate governance to prioritize IT initiatives, resources, and staff while ensuring effective communications of ongoing projects to appropriate stakeholders.



## Candidate Qualifications

### Education/Certification

- Bachelor's degree required. Master's degree in information technology, computer science, or related field required or, equivalent experience may be considered.

### Knowledge and Work Experience

- Ten-plus years of progressive management experience in IT within large, complex organizations, preferably in a highly matrixed healthcare or academic environment with distributed IT resources.
- Proven track record of strategic planning and leading IT initiatives that support organizational goals.
- Experience managing complex IT infrastructure and systems, including networks, data centers, and cybersecurity, including in areas where the leader does not have direct leadership with partner organizations.
- A breadth of knowledge and previous substantial leadership experience within the following core functions: IT Operations/End-Point Provisioning, Information Security & Compliance, Research Technology, Academic & Instructional Technology, IT Customer Service, Network & Telecommunications and other technology areas.
- Experience in the leadership (planning & implementation) of enterprise information systems to support teaching and administrative operations.
- Significant experience implementing new structures, systems and processes working across multiple stakeholders to secure buy-in and implement successful change.
- Demonstrated successful experience adopting new processes and systems using Lean, Six Sigma or other continuous improvement methods that drive digital innovation and transformation.

### Leadership Skills and Competencies

- **Collaborative** – a consensus-driven leader who works through influence and involves the right constituents to effect change
- **Strong communicator** – direct and transparent; a good listener; superior verbal and written communication skills; strong executive presentation skills; capable of interacting effectively with all stakeholders; strong advocate for IT; visible
- **High EQ**– superior ability to manage competing interests; strong decision-making skills
- **Strategic** – a visionary leader who can execute; be forward thinking; creative; flexible and nimble
- **Team builder** – highly skilled coach and mentor; able to delegate; servant leader
- **Analytical** – well-honed critical thinking and problem-solving skills; able to succeed in a complex environment where decision making may be ambiguous; able to organize and present data in a concise and easily understood manner

## The Community

### Worcester, Massachusetts

The second largest city in New England, [Worcester, Massachusetts](#), is located in the heart of the Commonwealth of Massachusetts and New England. A five-time recipient of the All-American City Award, Worcester offers its residents the resources and attractions of a metropolis, balanced with the more intimate, livable scale of a mid-size city and something more.

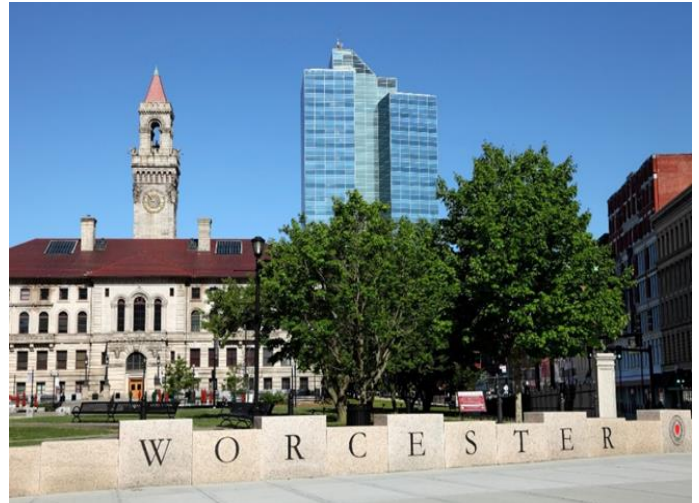
Worcester, with a population of more than 203,000, is home to 10 colleges and universities (a half-dozen more in neighboring communities), including UMass Chan, Worcester Polytechnic Institute, College of the Holy Cross, Clark University and the Massachusetts College of Pharmacy and Health.

More than 33 percent of residents ages 25 and up have a bachelor's or post-graduate degree, placing Worcester among the leaders of all New England cities. This concentration of intellectual capital and proximity to excellent medical facilities and teaching hospitals has helped Worcester to become a recognized center for research and development in biotechnology and the life sciences. [The Reactory](#), and the [Bioengineering Institute](#), are centers for biotechnology research in the city. The [Worcester Art Museum](#), [Mechanics Hall](#) (a historic concert hall) and the [Hanover Theatre & Conservatory](#) anchor cultural opportunities within the city. [The DCU Center](#) is home to the [Worcester Railers HC](#), an American Hockey League franchise. Worcester is also home to the [WooSox](#), minor league affiliate of the Boston Red Sox. Worcester is located one hour away from Boston, Providence, and Hartford, and less than two hours from Cape Cod, the Berkshires, and ski areas in southern Vermont. The Central Massachusetts region includes many cities and towns with suburban and rural neighborhoods. With its affordable housing relative to the Boston market, quality public and private schools, access to diverse arts, sports, restaurants and entertainment, Worcester and the surrounding towns offer residents the best of both large and small city living.

For more information, please visit the following sites:

[Life in Worcester](#)

[City of Worcester](#)



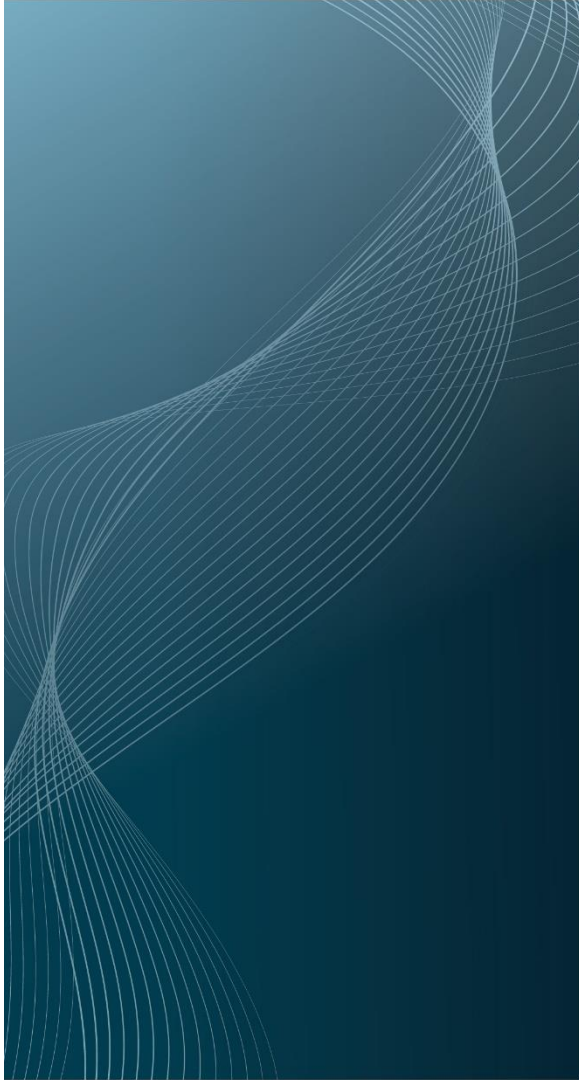
## Procedure for Candidacy

Please direct all nominations and resumes to Nick Giannas, Zachary Durst, and Katie Mazzuckelli via the WittKieffer Candidate Portal [here](#). Inquiries may also be directed to the consultants through the portal or [kmazzuckelli@wittkieffer.com](mailto:kmazzuckelli@wittkieffer.com).

*UMass Chan Medical School does not discriminate in education or employment and strives to maintain an educational and work environment that is safe, civil, respectful, humane, and free of all forms of harassment and discrimination. These efforts are guided by policies and procedures that reflect the culture of the institution as well as all applicable Federal and State laws. All members of the UMass Chan Medical School community have responsibility for upholding University policies and related procedures, which are aligned with the goals of affirmative action, inclusion, and equal opportunity.*

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from UMass Chan Medical School documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

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