

Gabe Gibson



Profile

Accomplished technology executive with a record of leading large-scale enterprise technology and business transformation initiatives, delivering results on time and within budget in complex, fast-paced environments.

With 29 years of progressive technology leadership across corporate, university, and community college environments, I have driven IT transformation across distributed organizations, led major technology implementations, and managed complex, mission-critical operations. People-centric leader with proven success partnering with presidents, cabinet members, board members, and senior academic and administrative leaders to deliver data-driven solutions that streamline business processes and improve outcomes for faculty, staff, and students.

Core Competencies

- Enterprise Process Improvement
- ERP Implementation and Optimization (Workday)
- Data Analysis and Governance
- Vendor Management and Contract Negotiation
- Program, Project, and Change Management
- Strategic Planning and Portfolio Management
- AI Innovation and Strategy
- Budget Management and Cost Optimization
- Team Leadership and Development
- IT Governance and Policy Development
- Cyber Security, Privacy, and Risk Management
- Digital and Organizational Transformation

Professional Experience

Illinois Central College
Technology Services
Chief Information Officer

2023 - Present

Provide leadership and strategic direction for Technology Services, the central IT organization supporting approximately 10,000 students and 900 faculty/staff across three campuses. Report directly to the President and lead a team of seven direct and 50 indirect staff, fostering a culture of innovation, accountability, and operational excellence. Partner closely with cabinet members and senior leaders to align technology, data, and digital capabilities with institutional strategy and student success priorities.

- Serve as a member of the Executive Cabinet, collaborating with senior leadership, and contributing to institutional strategy, prioritization, and long-range planning.
- Led the RFP process and chaired the ERP Committee, resulting in the selection of Workday and an implementation partner, and successfully securing approval from the Board of Trustees.
- Directed the enterprise-wide transition from Oracle Peoplesoft to the Workday Platform (HCM, Finance, and Payroll) overseeing program governance, solution design, implementation, change management, and ongoing support. The initiative improved operational efficiency, reduced redundancy, and replaced seven disparate legacy systems with a unified enterprise platform. Currently leading the implementation of Workday Student, with a phased deployment beginning in fall 2026.
- Championed artificial intelligence (AI) innovation and strategy by partnering with administration and academic leaders to develop responsible AI adoption; served as a panelist on AI's instructional impact; and led the successful rollout of Microsoft Copilot, enhancing productivity and digital literacy across the college.
- Collaborated in a comprehensive data transformation initiative centralizing business process in Workday, establishing an enterprise data governance framework, and advancing data analytics capabilities, resulting in improved data literacy, stronger decision making, and increased operational efficiency.
- Led the implementation of Fischer Identity and Microsoft O365 to automate on/off boarding, enable single sign-on across applications, and enforce multi-factor authentication for all faculty, staff, and students, strengthening while reducing

manual provisioning, and removed barriers to instruction for students.

- Oversee cyber security, enterprise services, and CRM processes in partnership with CISO, CRM Manager, and Director of Enterprise to ensure cross-functional alignment, innovation, and evolving requirements of functional leaders.
- Deliver Technology Impact Report that highlights how technology has improved processes and efficiency for our faculty, staff, and students. Report also provides a vision on the direction of IT for the next fiscal year.
- Manage a operational and project budget of 30M and manage IT Governance processes that assist with prioritization and resource allocation.
- Represent IT at Board of Trustee meetings by providing strategic updates, expert guidance, and recommendations that support informed institutional decision-making and align technology initiative with the college.

University of Illinois at Urbana-Champaign

Office of the Vice Chancellor for Administration and Operations, SPMO

Office of the Chief Information Officer

Senior Director, Collaborative Initiatives Planning

2004 – 2023

2022 – 2023

2021 – 2022

Provided senior leadership for university-wide business and IT initiatives following the transition of the Business IT Collaboration Program from the Office of the CIO to the Strategic Project Management Office. Reported to the Executive Director and managed a matrix team as well as three direct project managers and a business analyst supporting enterprise initiatives aligned with campus strategy.

- Oversaw the university-wide Operational Excellence initiative, focused on improving administrative processes related to space (people, places, things), procurement, data, IT, human resources, budget, and marketing and communications.
- Established advisory governance committees to evaluate, recommend, and prioritize projects impacting administrative business functions.
- Created and implemented project management policies, processes, and frameworks to standardize intake, triage, analysis, governance, and execution, including identifying and developing success metrics, objectives, scope, budget, resources, communication, risk, opportunities, and timelines for university initiatives.
- Served on the executive leadership team during the initial discovery phase with Huron Consulting and partnered on the development of shared services, centers of excellence, and new service deliver models and offerings.
- Organized various campus-wide initiatives to engage functional stakeholders, matrix teams, consultants, and leadership from across campus to drive towards efficiency in service delivery.
- Provided change management leadership through structured communication strategies including web content, Microsoft Teams, and newsletters, while actively addressing stakeholder feedback, risks, and concerns.
- Drove transformation by aligning business initiatives to technical expertise within central IT and/or matrix experts across campus.
- Established strong relationships with campus leaders to align with core strategy, business objectives, programmatic goals, and solution roadmaps which resulted in central IT shared services that met the broader needs of distributed IT, research, and instruction.
- Facilitated conversations around vendor requirements, selection, and engagement throughout the procurement lifecycle.

Office of the Provost, Business IT Collaboration Program

Special Assignment

2019 – 2021

The Business-IT Collaboration is a cross-campus initiative to align business and instructional priorities and harness technology solutions to streamline business processes, improve efficiencies, enhance productivity, and deliver data by leveraging local talent and applications. Responsible for driving operational excellence through business improvement projects and delivering value across the Urbana-Champaign University. This position was a 50% appointment that reported to the Office of the Provost and had 1 direct report.

- Established functional advisory governance to promote adoption of common processes by facilitating discussions and identifying existing solutions and initiatives related to university-wide business process improvement efforts.
- Utilized people-centric, data-driven approach to promote excellence through business improvement projects to deliver value across the Urbana-Champaign campus.
- Cultivated key relationships to enable enhanced discussions and improve integrations/functionality for common processes.
- Coordinated and actively contributed to two influential conferences for the Urbana-Champaign campus, fostering critical discussions surrounding business process improvement proposals.
- Partnered with Security and Privacy on the development and change management of policies, procedures, and guidelines for campus.
- Implemented time reporting solution with a mass time feeder to Banner for select units in College of LAS and Illinois Human Resources Extra Help; The School of Chemical Sciences reported that effort reduced payroll process by 1.5 days.

- Strong focus process improvement, exposing campus data, and identifying opportunities to leverage workflow automation and AI.

**College of Liberal Arts and Sciences, ALTAS
Director of Technical Services**

2011 – 2021

Led Applied Technologies for Learning in the Arts and Sciences (ATLAS), the central IT organization supporting 74 academic units, more than 36,000 students, and 1,300 faculty and staff. Reported to the Faculty Director and managed 10 direct and 35 indirect staff across infrastructure, applications, data, security, and instructional technology services.

- Oversaw administrative team to manage financial, human resource, procurement, property accounting, and other administrative needs of ATLAS, including budget of 3.2M, 1,700 assets, and cloud solutions. Budget management includes funds from state, grant, and gifts.
- Applied for and was awarded an Investment for Growth grant around an internship program for LAS students
- Managed infrastructure team that facilitated a high-performance cluster, online learning management system (Moodle), datacenter, networking, storage, and a robust virtual environment (VMware).
- Reviewed, consulted, and approved all major technology purchases. Managed engagement with vendors that includes proposal development, negotiations, and other procurement tasks for hardware, software, and consulting.
- Developed and maintained business continuity and disaster recovery plans for the College of LAS.
- Collaborated with leadership across the college to identify challenges and drive transformation around administrative, instructional, and research computing needs.
- Partnered with Teaching & Learning with Technology (TLT) around online instruction of students, computer classrooms, A/V requirements, and other innovative needs. This includes the support and management of Moodle which is an on-premise learning management system providing course material for over 36K students.
- Chaired a college level IT Leadership Team to create and execute strategic planning and vision of IT services within LAS, effort includes applications, data, processes, policy, and key results (KR). Provided a networking opportunity to build relationship across our decentralized culture.
- Represented the college in campus and multi-college initiatives and opportunities related to central or shared services.
- Chaired Big 10 Academic Alliance Committee of LAS IT Directors that met twice a year in-person with periodic virtual meetings to build a network of professionals that provide technical solutions to arts and sciences.
- Member of IPATHE which is a multi-institutional group of universities across Illinois with the intent to share challenges, identify collaboration opportunities, and network.

**College of Engineering, Engineering IT
Director of Research Services**

2010 – 2011

The College of Engineering consists of 13 departments and 4 research facilities supported by 52 IT related personnel ranging from application development to desktop support. My responsibilities were focused on evaluating faculty research needs, liaison to campus on cyberinfrastructure, and managed a group of IT professionals in the support of research computing. Position reported to the CIO in the College of Engineering and had 7 direct reports and students.

- Member of the Engineering IT - Core Team charged with creating the new Engineering IT Shared Service. Liaison between the IT Shared Service and faculty to evaluate their needs and our performance and provide IT solutions to campus on cyberinfrastructure.
- Managed a user services group focused on delivering solutions to research groups.
- Effectively led and supervised a user services group dedicated to providing tailored solutions and support to diverse research groups.
- Customer Relations Manager (CRM) to Physics, Materials Research Lab, and Computer Science Engineering departments.
- Provided requirements and direction for a Project Management Office (PMO) for the College of Engineering.
- Managed and maintain IT Service Catalogs for IT@ENGR.
- Active in the development and implementation of a Campus Cluster for High Performance Computing.

**Department of Physics
Director of Information Technology and Undergraduate Services**

2004 – 2010

Led a team of IT professionals that provide technology needs to support the academic and research missions of the Department of Physics. IT infrastructure consists of 1000+ nodes spanning 5 buildings and a high-performance compute cluster while IT Application Services include the development of web and business applications. In 2008 my job responsibilities expanded beyond IT to include Student Services which consists of Outreach, Recruitment, and Advising. Position reports to the Head of Physics with 7 direct reports, 2 indirect and 3 students.

- Member of the Physics Cabinet that develops strategic plans for the academic/research missions and set priorities for academic projects.
- Managed staffing, budgeting, development, design, and integration of hardware and software systems.
- Provided project management and systems analysis for all development, deployment, and operations.
- Administered Windows Server/Desktop, IIS, SQL, Linux, Mac, Backups and many other software packages.
- Interfaced with multiple departments/colleges on the development and usage of application in the my.Dot portal (e.g. Space, Grants).
- Improved IT awareness through a knowledgebase that enabled the distribution of instructions and IT policies to Physics Staff/Faculty.
- Supported research groups both in physics and other engineering departments.
- Managed a high-performance compute cluster (Collaborative Compute Cluster) and datacenter.
- Oversaw the development of services related to Outreach, Recruitment, Advising, and Student Groups.

Additional Experience

Director of Network Services | Lead Network Administrator
 Human Kinetics Publisher, Inc., Champaign, IL
 1997 - 2004

Education

Master of Science in Management Information Systems | University of Illinois, Springfield, IL
Bachelor of Science in Information System Technology | Southern Illinois University, Carbondale, IL

Professional Activities & Certifications

ICC Executive Cabinet (2023 – Present)
 ICC VP Council (2023 – Present)
 ICCCA-TC CIO Committee (2023 – Present)
 Prosci Change Management Practitioner (2023)
 Operational Excellence Expo (2022)
 Operational Excellence – Executive Leadership Team (2021)
 MOR IT Leaders Program: MOR Associates Certificate (2020)
 Lean/Six Sigma Certificate (2012)
 IT Faculty Senate (2011)
 ITPro Forum Conference (2011)