

CHIEF INFORMATION OFFICER

PURPOSE: Provide strategic leadership and direction for the City's technology infrastructure and application initiatives and development and oversight of the Management Information Services department and staff.

FUNCTIONAL AREAS:

1. Direct, develop, coordinate and implement city-wide information technology services.
 - * A. Establish city-wide strategic policy for the City's management information systems to position the organization to take advantage of and financially plan for emerging technologies.
 - * B. Identify areas of opportunity to use technology to improve productivity and customer service.
 - * C. Work in close cooperation with other City officials to further the objectives of the City's information systems.
 - * D. Confer with City officials, department directors, representatives from other jurisdictions, local business leaders, civic groups and others regarding how technology can be leveraged to meet business needs, and explore opportunities for creating partnerships.
 - * E. Consult with and advise other departments on information technology management needs and problems.
 - * F. Provide technology consulting and support to operating departments in the development of departmental projects which utilize information technologies.
 - * G. Accomplish objectives through innovative management techniques and through the understanding of organizational issues, listening and communicating ideas, and planning, setting and meeting customer service levels.
 - * H. Provide management leadership and oversight in the planning, review, and development of broad policy guidelines and major project recommendations.
 - * I. Negotiate contracts, including setting operating performance standards, and ensure compliance with those standards.
 - * J. Set policies to ensure privacy data and security of data processing facilities; and oversee city-wide IT disaster recovery planning.
 - * K. Evaluate potential economic opportunities to further develop and deploy technologies and facilities to improve functional capabilities and/or operating efficiency that will reduce cost of operations.

2. Manage the Information Technology Department.
 - * A. Develop department strategy in support of the City's mission and core objectives.
 - * B. Oversee development, preparation and implementation of the department budget.
 - * C. Evaluate general operation of the department to determine efficiency and effectiveness, and initiate changes as warranted.
 - * D. Develop and implement policies and procedures related to administrative functions.
 - * E. Provide direction on major projects and complex technical and administrative problems.
 - * F. Approve staff recommendations on major systems development and/or research.
 - * G. Provide leadership and work closely with department personnel to meet performance goals and plans by taking personal responsibility for overall team results.
 - * H. Make presentations to departments, administration, city council, and others relating to plans, programs, and goals of the Information Technology Department.

3. Supervise department staff.
 - A. Prioritize, assign and direct work and projects.
 - B. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension, or discharge of assigned personnel.
 - C. Establish work policies and standards, provide coaching and feedback, and conduct employee performance evaluations in order to provide for staff competencies and development.
 - E. Provide for ongoing training or continuing education of employees in emerging methods, trends, and technologies.
 - F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
 - G. Effectively recommend adjustments or other actions in employee grievances.
 - H. Delegate authority and responsibilities to others as needed.
 - I. Disseminate instructions and information to employees through oral and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. A four-year bachelor's degree in Information Management, Computer Science, Business Administration, Public Administration, or approved related field.
- ◆ B. Seven (7) years of demonstrated managerial or administrative experience in information systems, including supervisory experience. (A master's degree in a management-related field can be counted as one years of experience.)

Knowledge Requirements

- ◆ A. Knowledge of current technologies and principles of network design and operation, data integration, information sharing and telecommunication methodologies.
- ◆ B. Knowledge of the principles, applications, and techniques of electronic data processing systems.
- ◆ C. Knowledge of computer and network systems design, programming and operations.
- ◆ D. Knowledge of computer hardware and software systems planning and technical support functions.
- E. Knowledge of the methods of organization, management and control of complex computer systems and data processing facilities.
- ◆ F. Extensive knowledge of effective management and supervisory practices.
- ◆ G. Knowledge of the principles and practices of budget development and administration.
- ◆ H. Knowledge of the principles and practices of personnel administration.
- ◆ I. Knowledge of business systems analysis techniques.

Skill Requirements

- ◆ A. Skill in managing multiple information technology disciplines.
- ◆ B. Skill in communicating logically, persuasively, and accurately, both orally and in writing, including the ability to present technical information and ideas in nontechnical terms.
- ◆ C. Skill in negotiating with vendors to obtain preferred terms and pricing.
- D. Skill in effectively assisting officials, directors, customers and community partners in applying information technologies in operational problem solving and analysis.
- ◆ E. Skill in effective leadership.

Ability Requirements

- ◆ A. Ability to analyze a variety of administrative issues and prepare clear and concise recommendations and presentations.
- ◆ B. Ability to establish and maintain effective working relationships with public and private officials, staff, and others.
- ◆ C. Ability to analyze and interpret information, statistics and reports and other documents.
- ◆ D. Ability to act as a catalyst for creating and managing change.
- ◆ E. Ability to develop the City's technology vision and effectively communicate it to all employees.
- ◆ F. Ability to demonstrate integrity, ingenuity and inventiveness in the performance of work.
- ◆ G. Ability to build constructive relationships by promoting partnerships with peers, consumers and employees.
- ◆ H. Ability to exercise good judgment and accept personal responsibility for outcomes.
- ◆ I. Ability to direct others in conducting customer service needs analysis and developing customer service standards.

Physical Requirements

- ◆ A. Ability to transport oneself to and from meetings and various City locations.
- ◆ B. Ability to sit for extended periods.
- ◆ C. Ability to speak and hear sufficiently to communicate effectively.
- ◆ D. Manual dexterity to operate computer and other office equipment.
- ◆ E. Ability to attend work on a regular basis.

- * Essential functions of the position
- ◆ Job requirements necessary the first day of employment

HR: JA	Union: Supervisory	EEOC: Officials/Admin	CSB: N/A	Class No: 1116
WC: 8810	Pay: *1135-1170	EEOF: Admin/Finance	CC: 20100125	Resolution: 10-0065R