



CHIEF INFORMATION OFFICER

DEFINITION

The Chief Information Officer develops, organizes, and implements programs and equipment related to all phases of the city's information technology and communications systems; consults with users and vendors, advising and making recommendations on applications and acquisitions; provides supervision of information technology staff.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Administrative Services Director or their designee. Responsibilities include the direct or indirect supervision of professional, technical, and clerical personnel. Exercises discretion and independent judgment.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

ESSENTIAL JOB FUNCTIONS:

Develops, implements, and monitors city-wide information technology goals, objectives, policies, standards, and procedures. Participates in the development and administration of the division budget. Plans, organizes, supervises, and evaluates the activities of professional, technical, and administrative staff in the Information Technology Division. Coordinates with internal and external customers to identify information technology needs and determines appropriate applications. Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary. Reviews and approves LAN/WAN connectivity solutions to meet departmental and citywide business needs. Works with technology staff and outside contractors to develop and provide technology tools to automate or streamline business processes. Facilitates the integration of system software and the development of internal and external interfaces. Develops and monitors Citywide security programs. Tracks and documents software product licensing agreements; negotiates and manages contracts and services with vendors. Assists in establishing standards for the use of network system resources. Responds to IT related inquiries from outside agencies regarding City activities. Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations, and rules. Develops, implements, and maintains a disaster-recovery plan. Assists with the day to day administration and maintenance of the technology infrastructure and services.

OTHER JOB FUNCTIONS:

Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure the

success of system implementations. Maintain a fundamental understanding of technology, practices, and trends, including system development and administration. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology. Conduct studies and analyses related to system administration such as disaster recovery and security audits. Develop budget input for projects, obtain approval as needed from higher authorities, and coordinate implementation plans. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence. Responds to IT related inquiries from outside agencies regarding City activities such as public records requests. Participate with professional groups and associations to maintain a current understanding of the highly changing occupational field. Performs related or other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles, procedures, practices, and techniques of management information systems and operations.
- Identification and analysis of systems, computer networks, software, and hardware.
- Principles and practices of complex network, telecommunications, and other infrastructure services.
- Long-term strategic planning in a rapidly changing technical environment.
- Current developments and trends in the field of data processing.
- Principles and practices of supervision, training, and performance evaluation.
- Pertinent laws, rules, and regulations affecting the activities of City government.
- Principles and practices of leadership, motivation, team building, and conflict resolution.

Skill to:

- Plan, organize, supervise, and evaluate the activities of the Information Technology division.
- Understand laws, regulations, and codes, resolve department related issues, cite various rules and procedures, and explain and interpret policy.
- Determine appropriate technology applications and support to City-wide processes and operations
- Perform the most complex and/or politically sensitive work of the department and utilize discretion in the handling and disclosure of confidential information.
- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.

- Communicate effectively and explain software usage to computer users of all skill levels.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Respond appropriately, effectively, and promptly to the needs of internal and external customers using principles of good customer service.
- Organize and set priorities for a variety of projects and tasks effectively and efficiently to ensure deadlines are met.

Ability to:

- Communicate effectively orally and in written format in a variety of situations and formats
- Provide guidance, supervise, and evaluate lower level technical staff to ensure optimal day-to-day operations. Ensure staff projects are completed by assigned deadlines. Understand the need for staff performance evaluation and disciplinary actions.
- Participate in the development and implementation of city-wide IT goals, objectives, policies, and priorities.
- Provide strategic direction in line with current technology.
- Procurement of software, hardware, service agreements that may include the need to negotiate and utilize public bidding process (RFP, RFQ).
- Provide training to technical staff as required for operational needs.
- Evaluate and recommend software, hardware, and services for purchase.
- Organize and prioritize work, and meet critical time deadlines.
- Work weekends, evenings, or standby, as required.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

Education:

Bachelor's Degree from an accredited college or university with major course work in computer science, information technology, or a closely related field. Master's Degree or advanced technical certification desired.

Experience:

Seven (7) years of increasingly responsible experience in governmental or private sector operations, including responsibility for complex and sophisticated technology operations, including, networking, design, programming, and systems development, including a minimum of three (3) years in a supervisory capacity.

License or Certificate:

Possession of a valid California Driver's License.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.