

CHIEF INFORMATION OFFICER

DEFINITION

To plan, organize, direct, implement, and review the activities and operations of the Information Technology Department; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the Assistant City Manager.

DISTINGUISHING CHARACTERISTICS

The Chief Information Officer is a department head responsible for directing the activities of the Department of Information Technology. The incumbent exercises considerable judgment and discretion in the administration and direction of the department and its operations. This is an unclassified position in which the incumbent serves at the will of the City Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from an Assistant City Manager.

Exercises direct supervision over assigned management, supervisory, professional, technical, and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan and implement department goals and objectives; recommend and administer policies and procedures; ensure continuous delivery of IT services through oversight of the Technology Governance process, service level agreements and monitoring of IT systems performance.

Coordinate department activities with those of other departments and outside agencies and organizations; provide staff assistance to an Assistant City Manager; prepare and present staff reports and other necessary correspondence.

Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Information Technology budget; direct the forecast of additional funds needed for staffing, equipment, materials supplies and services; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Participate in strategic technology and operational governance processes of the City management team.

Direct the development and execution of a City-wide disaster recovery, security compliance, and business continuity plan.

Align technology vision and leadership with business strategy by integrating City processes with appropriate technologies.

Represent the department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Keep current with trends and issues in the IT industry; advise, counsel and educate management on their fiscal impact.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Ensure the City's Core Competencies of "Focus on People", "Build Trust", "Ensure Accountability", "Communicate effectively", "Collaborate Inclusively" and "Make Quality Decisions" are integrated into the workplace; model the City's Core Competencies in all interactions with the workforce and the community.

Perform related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

Principles and practices of computer systems analysis and programming.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Ability to:

Plan, direct and control the administration and operations of the Information Technology Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports and related documents; know and interpret laws, regulations, codes and procedures; observe performance and evaluate staff; problem solve department related issues; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Develop and implement department policies and procedures.

Gain cooperation through discussion and persuasion.

Successfully develop, control and administer departmental budget and expenditures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply information technology and City policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Seven years of increasingly responsible experience in computer operations, programming, and system development and design, including three years of administrative and management responsibility.

AND

Training:

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, or a related field.

License or Certificate

Possession of a valid California driver's license by date of hire.

09-06-18

08-25-12

07-01-03 Chief Information Officer

07-01-00

12-24-98 Management Information Systems Manager

10-01-88

07-01-79 Data Processing Manager

06-15-77

-67 Data Processing Supervisor