



# Chief Information Officer/Information Technology Director

## Class Specification

Revised 9/23  
Class ID: 530  
Unit: MGMT  
Probation: At-Will  
FLSA: Exempt

### DEFINITION

Under general direction, directs the planning, assessment, development, implementation, and maintenance of a comprehensive information technology program and strategy; coordinates citywide technology planning and oversees the implementation of short and long-range plans and strategies including evaluation and implementation of technological improvements and services to ensure City priorities are accomplished; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager or City Manager. Exercises direct supervision over professional, technical, and support staff.

### DISTINGUISHING CHARACTERISTICS

This is an executive level, at-will department director responsible for the management of information technology for the City. This position works closely with departments to coordinate activities, research, analyze, and develop the City's short-term and long-term information technology needs and requirements, and is also responsible for the development and administration of departmental policies, procedures, and services.

### EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Direct, coordinate, and manage the development and implementation of City-wide and departmental goals, objectives, and work plan for technology and cyber security system acquisition, implementation and maintenance.

Manage customer support for business applications, personal computers, technology infrastructure and equipment.

Responsible for city-wide management and administration of end user training needs for appropriate applications.

Evaluate departmental services and direct the development and implementation of new/improved programs and procedures.

Coordinates with various advisory or steering committees to establish information technology strategies, goals, and programs.

Develop specific short and long-range plans for information technology, conduct studies and analyses, facilitate discussion and provide recommendations regarding current and anticipated information technology requirements, systems, enhancement requests, application development, acquisition, and implementation needs.

Establish standards and practices for standardization of hardware and software products to assure system integrity and minimize maintenance and operational costs.

Develop and implement a long-range funding plan for maintenance and replacement of hardware and software.

Develop security and integrity systems plan including cyber security incident response and disaster recovery plans to ensure protection from inappropriate access or destruction.

Develop and maintain technology business continuity plans to ensure system resiliency and availability.

Develop and work with departments to enforce necessary policies and procedures to ensure cybersecurity readiness, appropriate management of confidential and public records and technology information data integrity.

Manage the city's Geographic Information System (GIS), providing GIS services to all departments.

Develop and implement operation and maintenance protocols, including activity plans, schedules and resource requirements.

Oversee the operation and maintenance of telephone and other communication systems.

Ensure compliance with legislative, regulatory and judicial mandates, regulations and professional standards.

Serve as primary contact with information systems vendors, contractors and consultants, including administration of complex information systems contracts.

Prepare and present written and oral reports and recommendations to the City Manager and City Council.

Supervise and participate in the development and administration of the department operating and capital improvement budgets and assist user departments in budgeting for technical projects and operations.

Serve as a technical advisor to the City Council, City Manager and other City departments.

Supervise, train, motivate, and evaluate assigned staff.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Current principles computer systems operations and networking, telecommunications systems, and peripheral components including systems analysis and development, and data communications.
- Current computer hardware, software applications, security and network monitoring techniques, disaster recovery, best practices and current trends in the computer industry.
- Network operating systems, design, protocols, construction, administration, and maintenance.
- Principles and practices of project management and workflow analysis, and effective project and technical documentation.
- Principles and techniques of operating and capital improvement budget development and administration.
- Principles and practices of management, supervision, and training.

**Skill or Ability to:**

- Read, understand, interpret, and apply complex technical information.
- Understand and identify business and technology needs and recommend and apply appropriate technology solutions.
- Analyze systems, processes, and issues, identify alternative solutions, implement recommendations in support of goals, and plan, organize and prioritize work assignments.
- Develop and direct implementation of new/changed organizational systems and processes.
- Learn new systems and programs as dictated by future technological advancements and City needs.
- Understand, interpret, apply and explain City and departmental policies and practices, laws, regulations, policies and professional practices.
- Exercise sound independent judgment within general policy guidelines.
- Supervise, train, motivate, evaluate, and assigned staff.
- Communicate clearly and concisely, both orally and in writing; prepare narrative, statistical and technical reports; make formal and informal presentations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

**Education and Experience:**

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a Bachelor's degree from an accredited college or university in information systems, computer science, mathematics, public or business administration or a related field and five (5) years of progressively responsible management experience in computer and information systems and analysis including three (3) years of supervising experience. A Master's degree and/or specialized training is desirable.

**License and Certificate:**

Possession of a valid driver license and a satisfactory driving record throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. While performing the duties of this job, the employee is occasionally required to sit, stand, climb or balance, bend, stoop, kneel, crouch or crawl, walk, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

**ENVIRONMENTAL CONDITIONS**

Work is performed mostly in office settings with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The position requires flexible work scheduling including evening and weekend hours as required; ability to travel to different sites and locations; availability for shift work, 24-hour on-call, and stand-by.