



Job Title	Chief Information Officer	FLSA Status	Exempt
Band	SMG	Probationary Period	At-Will
Zone	5	Job Code	19999

Class Specification – Chief Information Officer

Summary Statement:	
The purpose of this position is to be responsible for all of the City's technological needs including the maintenance and support of technical network and application infrastructures, enterprise and department specific applications (e.g., email in a Microsoft Exchange environment, PeopleSoft financial and human resources ERP, customer web interface programs and applications, and website), region-wide Radio and ESRI GIS systems, a comprehensive data telecommunications network, and a City-operated Cisco telephone system.	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
45%	Assume full management responsibility for the IT (Information Technology) Department including its financial, personnel, and operational activities. Allocate financial and personnel resources; make decisions on funding priorities, land acquisitions, requests for staffing, major budget issues, fees, charges, and new operational initiatives in consultation with the Chief of Staff/Chief Administrative Officer. Research and recommend strategic and tactical plans regarding information technology systems, communications, and technology initiatives to the IT Executive Council.
20%	Enhance IT responsiveness as well as business performance by optimizing critical IT service management processes and provide real-time visibility into infrastructure performance. Institutionalize knowledge and methods to enable continuous improvement, performance gains, and consistency. Recommend, maintain, make available, and enforce approved policies, standards, practices, and security measures related to the infrastructure to ensure effective and consistent information processing operations and to safeguard information resources.
20%	Establish, within City policy, appropriate service and staffing levels. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and allocate resources accordingly. Provide effective and efficient use of IT resources and personnel. Improve the cost-benefit ratios for new systems for the entire City. Address continuity of government and disaster recovery issues collectively.



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15%	Meet increased information security needs of multiple City departments. Position the City's IT assets for the future. Build strong relationships with City departments and external regional governmental and regulatory agencies. Respond to and resolve difficult and sensitive citizen inquiries and complaints. Stay abreast of new trends and innovations in the field of information technology.
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Competencies Required:

Human Collaboration Skills: Communications are highly sophisticated and involve final decisions or recommendations regarding policy development and implementation. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, or a related information technology field.



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Experience: Seven years of full-time responsible senior or executive level management experience within a large and complex IT operation.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.

Supervision Received:

Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:

This job title has responsibility for final approval of budgetary recommendations. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never



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Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids:
 Computer, printer, copier, telephone, standard office equipment, and City vehicle.

Specialized Computer Equipment and Software:
 Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2015