

CHIEF INFORMATION OFFICER

FUNCTION OF THE JOB

Under direction of the Director of Administration, the Chief Information Officer is responsible for the Countywide strategic technology initiatives and innovations; leads the people, processes, and technologies to enable and deliver business objectives and goals; develops and drives the enterprise digital services; builds and maintains collaborative relationships with elected officials, department leaders, and other key internal/external stakeholders; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs and coordinates a comprehensive program of the security, development, maintenance, enhancement, acquisition, operation, installation, and issue resolution for all County computing hardware, connectivity, software/application solutions, telecommunications, network, and data analytics.
2. Evaluates Countywide business unit needs; serves as an effective business strategist; recommends and directs implementation of appropriate strategies and technologies to meet those needs.
3. Plans, develops, recommends, communicates, and implements information technology environments, programs, and projects.
4. Develops, promotes, advocates, and crafts a culture of innovation and continuous improvement.
5. Influences the effective use of technologies and processes across the county.
6. Drives focus on a positive and efficient customer experience.
7. Recruits, selects, assigns, leads, supervises, and evaluates direct report staff.
8. Supports collaborative networking and engages in a leadership role in developing similar technology initiatives with neighboring governments, municipalities, and agencies.
9. Partners where possible with state and federal agencies.
10. Communicate strategic technology updates and project/program status updates to the County Executive and County Board Supervisors.
11. Develops, recommends, implements, and administers comprehensive policies, procedures, goals, objectives, and standards regarding Countywide information technologies.
12. Participates in the development of the Department of Administration budget and develops and manages the division's operating and capital budgets.
13. Prepares detailed and comprehensive written and oral reports and recommendations, and makes presentations to committees, boards, other departments, and staff.
14. Directs the research, development, implementation, and maintenance of business continuity, disaster recovery, and incident response plans.
15. Establishes and maintains effective working relationships with staff and other employees at all levels of the County, vendor partners, consultants, and the public.
16. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of the principles and practices for the management of information technologies, project management, business analysis, systems design, data analytics, and telecommunications.
2. Considerable knowledge of the uses, requirements, and operation of computer systems, networks, and associated digital environments.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

3. Considerable knowledge of the concept of return on investment (ROI) and its application.
4. Considerable knowledge of administrative, managerial, and supervisory principles and practices.
5. Ability to research and analyze detailed information and make appropriate recommendations.
6. Ability to plan, develop, implement, and evaluate projects and programs.
7. Ability to coordinate, supervise, and evaluate the activities of staff.
8. Ability to develop and administer policies, procedures, budgets, and strategic plans.
9. Ability to plan, organize, and effectively present ideas, concepts, and recommendations, both orally and in writing.
10. Ability to establish and maintain effective working relationships with staff and other employees at all levels of the County, vendor partners, consultants, and the public.
11. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in management of information technology, business administration, public administration, or a closely related field.
2. Five (5) years of progressively responsible professional work experience in information technologies management, project management, business analysis, or a closely related field, two (2) years of which must include project management or business analysis responsibilities.
3. A master's degree in an area listed above may be substituted for one (1) year of the general work experience requirement.