

**CHIEF INFORMATION OFFICER**

**DEFINITION**

Under general administrative direction, is responsible for overall planning, administration and operation of the Information Services Department including directing a comprehensive communications and information system to produce high quality, cost effective services to all City departments.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the City Manager or Assistant City Manager. Exercises direct supervision over supervisory, professional, technical, maintenance and clerical staff.

**DISTINGUISHING CHARACTERISTICS**

The Chief Information Officer is a department head responsible for directing the activities of the Information Services Department and development and implementation of policies and procedures related to the operation, maintenance, support, long-range planning and fiscal management of the City's information systems including system design and oversight of implementation procedures; citywide standards for hardware, software and local-area-networking technologies; information security; data and telecommunications and departmental business needs. This is an unclassified position in which the incumbent serves at the will of the City Manager.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Plans, directs and organizes a variety of information systems, programs, and services; develops and implements new policies, procedures, and programs in support of citywide goals while ensuring effective and efficient use of existing and emerging technologies.

Prepares, manages and coordinates the development of the department's budget and fiscal administration; prepares forecasts of necessary funds for staffing, equipment, supplies; monitors and approves expenditures.

Acts as a technical advisor to City Administration and City Council on information technology matters.

Confers and advises management regarding current and anticipated City and department needs; prioritization of those needs, and feasibility of alternative approaches to meeting them.

Develops goals, policies, and budgets and coordinates with City departments, divisions,

and outside agencies for implementation.

Oversees the integration of information systems throughout the City to ensure related systems are compatible with the City's infrastructure.

Represents the department at various meetings with the Mayor, City Council, committees, board meetings, and other departments regarding information technology matters.

Stays current on trends, developments and best practices relative to the field of information technology in order to maintain or enhance delivery of service and responsibilities.

Implements and maintains information security strategy and policy; responsible for protecting the privacy, confidentiality, integrity, and availability of City information and services.

Develops and directs business system continuity and disaster recovery plans including ongoing risk assessment and status reporting efforts.

Performs other duties as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles and techniques of organizational development and management, including governmental operations, project management, budget and fiscal administration, city charter provisions, ordinances, local, state and federal laws.

Principles, practices and procedures of information systems management, including application design, system analysis, hardware and software options, cost benefits of system alternatives, and installation and implementation.

Administrative principles and methods, including goal setting, program development and methods for evaluating achievement and performance levels.

Industry standard technology and its functions including system applications and programs, databases, Storage Area Network (SAN), GIS, Web Development, enterprise applications, telecommunications technologies, security trends, Local Area Network (LAN), and Wide Area Network (WAN).

### **Skills to:**

Operate modern office equipment including computer equipment.

Safely operate a motor vehicle.

**Ability to:**

Make sound decisions and recommendations; evaluate risk and act expeditiously in making decisions, understand the factors associated with decision-making in a technological environment with competing values and objectives.

Direct and evaluate the work of subordinate supervisory and non-supervisory personnel; supervise, train and motivate department personnel; facilitate group participation and consensus building.

Establish and maintain effective working relationships with staff, City officials, and the public.

Prepare clear, concise and comprehensive reports, records and other written materials.

Make clear and persuasive oral presentations.

Communicate effectively with internal and external customers regarding City information technology and telecommunication needs.

Provide a high level of customer service to the public and staff, in person and over the telephone.

**MINIMUM QUALIFICATIONS**

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Business Administration, Public Administration, or closely related field; **AND** five (5) years of progressively responsible experience with government information technology management or managing a comparably sized staff of technical and support personnel in the information services field.

**Special Requirement(s):**

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: (Signature on File) \_\_\_\_\_ DATE: 02/01/2018 \_\_\_\_\_  
Director of Personnel Services