Chief Technology Officer
Administrative Services – Information Technology

JOB SUMMARY

Administers and organizes the Information Technology (IT) operations through strategic goal setting and ensures hardware and software needs are prioritized and fulfilled.

MAJOR DUTIES

- Manages the day-to-day operations of the IT Department; directs staff in administrative computing, networking, user services, telecommunications and other information technology functions.
- Establishes and directs the strategic and tactical goals, policies and procedures for the department.
- Participates in vendor contract negotiations for the all new IT equipment and software purchases; manages hardware, software, and maintenance contracts; ensures vendor participation in the E-Verify Program.
- Proposes hardware/software solutions to accomplish the city's business objectives; consults with department directors and manages to exchange information, present new IT approaches, and to discuss equipment/system changes; provides technological guidance to all city departments; identifies departmental needs and resolves problems.
- Supervises the information system and communications network.
- Develops and implements a customer service platform to meet city needs.
- Designs, establishes and maintains a city communications network infrastructure for local and wide area connectivity and remote access.
- Oversees internet and IT operations.
- Assesses and anticipates technology projects and recommends appropriate actions and resources.
- Ensures that the city's IT data is secure.
- Develops and updates the Continuity of Operations Plan (COOP).
- Researches and evaluates new technologies and tools; makes recommendations concerning acquisition and implementation of new technologies or procedures.
- Recruits, hires, trains, assigns, directs, supervises, evaluates and disciplines personnel.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology computer systems and software.
- Knowledge of contract negotiation and management principles.
- Knowledge of information technology operations management principles.
- Knowledge of accounting and budgeting procedures.
- Skill in the operation of computers and job-related software programs.
- Skill in management and supervision.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The City Manager assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include city employee policies, network policy, E-Verify policy, backup and recovery policy, and purchasing policy as well as state records compliance regulations. These guidelines require judgment, selection

and interpretation in application. This position develops department guidelines.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Frequent changes in IT standards and methods contribute to the complexity of the position.
- The purpose of this position is to direct the city's IT operations. Success in this position contributes to the efficiency and effectiveness of all city operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, elected and appointed officials, vendors, contractors, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects and distinguishes between shades of color.
- The work is typically performed in an office or server room.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Network Engineer (1), Senior Database Administrator (1), Systems Administrator (2), Database Administrator (1) and Helpdesk Administrator (1).

MINIMUM QUALIFICATIONS

- Bachelor's degree in a related field. Master's degree preferred.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require five to seven years of related experience.