

CHIEF INFORMATION OFFICER

JOB DESCRIPTION

Classification Responsibilities: The Chief Information Officer leads the long-term strategic plan of the City's Information Technology Department (ITD), ensures the technology roadmap, contingency plans, and the alignment and delivery of all solutions and services to meet internal Information Technology (IT) and business performance criteria and service levels. This individual is responsible for aligning IT objectives and programs with City objectives and strategies and engaging City leadership and business process executives in IT governance.

Responsibilities include: partnering with City departments in determining how technology supports City strategy and service needs; overseeing and ensuring long-term strategic lifecycle roadmaps are in place; and championing funding of these roadmaps. Duties also include: ensuring timely contingency recovery plans and incident management processes are in place to restore all operations; focusing on continuous process improvement and user satisfaction by increasing IT's value through innovation and emerging technologies; defining, building and managing a workforce/team structure required for today while preparing for future business and technology delivery; and reporting service levels by measuring how successful the team performs against key performance metrics. In addition, the employee is responsible for overseeing the development, preparation, and implementation of the department budget. This class performs other related duties and functions as delegated, assigned, or required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Chief Information Officer is supervised by the Chief Innovation Officer who evaluates performance through conferences, reports, and results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration, Management of Information Systems, or a related field. A minimum of seven years of experience managing IT operations of multiple disciplines concurrently, including progressively responsible managerial, supervisory, and administrative experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Master's Degree in Public or Business Administration or Management of Information Systems. Experience in strategic planning and execution. Considerable knowledge of business theory, business processes, leadership, and government budgeting. Substantial exposure to information technology hardware platforms, enterprise software applications, outsourced/cloud solutions and business analytics and business intelligence.

ESSENTIAL FUNCTIONS

Communication: Communicates with City Management, Councilmembers and Mayor, Department Directors and other City employees, vendors, management, contractors, and public officials in order to develop strategies, manage risk and the City's IT investment. Collaborates regionally with peer agencies, sharing opportunities, knowledge and leadership. Prepares written materials, presentations and online communications and clearly communicates technical direction in easily understandable business terms.

Manual/Physical: Reviews the work products of others to ensure compliance with required policies as defined by the City Council, City Manager, Chief Innovation Officer, and City Attorney. Operates standard office equipment to perform functions of position. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of the Information Technology Department (ITD). Supervises and evaluates the work of Assistant CIOs and IT Managers. Resolves procedural, operational, strategic and administrative problems by communicating with ITD management, City management, and other department personnel. Coordinates program functions with other City departments, other cities, and other agencies. Develops department and Citywide policies related to IT including procedures, short- and long-term objectives, and strategy. Oversees and approves research and recommendations, requests for bids and purchases, and statistics in order to develop project portfolios and technology lifecycle/roadmaps. Performs financial analysis. Oversees and manages the ITD budget. Comprehends and makes inferences from written materials. Understands schematic drawings and layouts in order to plan and approve for computer network architecture and plans.

Knowledge, Skills, and Abilities:

Knowledge of:

IT planning, organization, and development;
project management principles;
current and emerging technologies;
Information Security best practices and compliance authorities;
applications and Infrastructure issues;
human resource management principles, practices, and procedures; and
applicable laws and regulations as they relate to IT.

Skilled in:

delivering products and services from past hands-on experience;
summarizing and presenting findings and challenges to senior level executives;
financial, analytical and problem-solving;
verbal and written communication;
self-motivation and direction;
keen attention to detail;
analytical, evaluative, and problem-solving abilities; and
exceptional service orientation.

Ability to:

apply IT in solving business problems;
plan and execute effective IT strategies that have led to measurable efficiencies and improved services;
motivate in a team-oriented, collaborative environment;
evolve with a rapidly changing environment and anticipate changes in technology;
negotiate project and resource demand with business partners;
set and manage priorities judiciously; and
present ideas in business-friendly and user-friendly language to diverse audiences.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 3/16

NF/vl/co

CS6304.DOCX

EEO-O/A

JOB FCTN-INT

INCREMENTS E01-E14

PAY GRADE: E13

IND-9410

SWORN-No