

ASSISTANT CHIEF INFORMATION OFFICER

JOB DESCRIPTION

Classification Responsibilities: An Assistant Chief Information Officer is responsible for managing and directing a large section of Department of Innovation and Technology (DoIT) services that involves major and complex technical decisions. Responsibilities include: providing the vision and direction for information technology systems development, acquisition, implementation and support; establishing current and long-range direction of technology aimed at keeping the organization on the forefront of change; working effectively with a broad range of officials, employees, and citizens; dispensing technical advice, guidance, direction, and authorization to carry out major plans and procedures; coordinating the design development, marketing, and maintenance of IT projects and services; analyzing new technologies and running competitive analyses; and promoting the interfacing and control of the organization's present technology and the dissemination of technical information throughout the City. An Assistant Chief Information Officer is responsible for planning, organizing, and administering multiple IT services through methods such as: facilitating meetings and steering teams; acting as an advisor and reviewing or consulting on proposed work plans and project progress; implementing, evaluating, and modifying procedures including the administration and ongoing development of varying customer-related services; completing continuous long- and short-term strategic IT planning for Citywide IT services; identifying IT services and customer resources necessary to accomplish goals and objectives. Additional duties include: formulating budgets, procedures, and long-range plans in relation to the City customer's business requirements; marketing DoIT services to City customers and managing customer expectations, as well as monitoring, reporting, and addressing issues related to customer satisfaction; supervising and directing professional staff to accomplish DoIT and customer objectives; coordinating the completion of multiple projects and service deliverables, ensuring that customer project and service objectives are balanced against available resources; ensuring all work is done in alignment with City and IT long-term strategies; and performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Excellent communication skills are essential to connect with both internal and external parties. Incumbents must possess sufficient communication skills and business and technical knowledge in order to communicate meanings and impact using both business and technical terminology. Incumbents work independently and with initiative to perform day-to-day responsibilities and meet the continuous demands associated with the completion of simultaneous projects and requests for a variety of resources. Work is performed under the general direction of the Chief Information Officer, but considerable freedom is given to exercise independent judgment and initiative. Employees in this class are required to be available on a 24-hour basis to cover emergency situations. 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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Management, Public Administration, Project Management, or related field. Extensive

(5+ years) experience in IT management or project leadership. Extensive (5+ years) experience in managing, supervising, or leading the coordination and management of multiple, concurrent large-scale systems or services. Experience or training in customer service techniques.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Extensive (5+ years) experience in the area of assignment is desirable. Experience with presentations, project management, team facilitation, budgeting, marketing, advertising, training, asset management, and purchasing is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and public officials in order to create awareness of departmental services/offerings, and administer assigned projects/services. Instructs and trains division staff regarding effective communication methods. Coordinates preparation of booklets, reports, speeches, and audio-visual programs to inform City employees of DoIT programs and services. Prepares written documents including recommendations, surveys, City Management and Council Reports, contracts, proposals, requests for bids and purchases, manuals, reports, business area analyses, and forms, etc., using proper sentence construction and clearly-organized thoughts. Communicates with internal and external audiences on controversial or sensitive issues on behalf of management and is able to interpret technological issues and offer business solutions. Maintains confidentiality.

Manual/Physical: Attends meetings and seminars. Enters data into a personal computer in order to assemble and organize information. Distinguishes colors to determine adherence to printing specifications as well as for general effective visual communication. Operates a variety of standard office equipment such as personal computer, telephone, calculator, and printer in order to acquire, process, and disseminate information.

Mental: Plans and manages the work of staff members, project teams, and technical personnel by motivating and evaluating performance. Supervises by assigning/directing work, conducting employee evaluations, staff training and development, taking appropriate disciplinary/corrective actions, and making hiring/termination recommendations. Develops divisional marketing plans. Conducts research and analyzes data (customer satisfaction surveys, focus groups, program/services need surveys) to help determine types of services and projects needed, target communication more effectively, and improve customer relations. Develops policies and procedures, short- and long-term objectives, business plans, and budgets. Resolves work-related problems involving time constraints, project costs, delays, etc. Negotiates with DoIT and other City department representatives to arrive at consensus on strategic decisions and priorities. Negotiates with vendors regarding payment structures and contractual issues. Resolves work procedural problems and answers questions. Analyzes the operational efficiency of DoIT and its functions. Performs mathematical and financial calculations to assist in the development of the

division budget. Coordinates activities with vendors and customers to prevent, resolve, or minimize customer problems. Reviews and evaluates information such as status reports and requests for services to determine compliance with City and division policies and state and federal laws. Understands and interprets technical specifications, schematic drawings, or other visual aides to assist customers align their technical needs with their business requirements. Inspects the work products of others to ensure compliance with standard operating procedures and division policies and procedures. Learns job-related material in a classroom setting and/or through on-the-job training.

Knowledge and Abilities:

Knowledge of:

strategic planning and competitive analysis methodology;
project management and control techniques in a team environment;
general functions of City departments, including departmental needs and requirements;
laws, policies, and regulations governing the purchase of commodities and services for the City;
information technology concepts and practices;
computers and office equipment;
industry trends involving information technology;
principles of change, problem, and asset management;
general theories and principles of product/service marketing and public relations;
methods to create a Continuous Quality Improvement (CQI) environment; and
principles, practices, and procedures of employee supervision, including hiring, evaluating, and training.

Ability to:

make oral and written presentations to senior internal and external audiences;
act as a liaison with external service providers across multiple projects and services;
develop DoIT's marketing strategy in order to solicit support internal and external to DoIT;
establish and maintain effective working relationships with fellow workers and representatives from other City departments;
improve overall DoIT costs, procedures, and services;
coordinate service level agreements to ensure that customer needs are met;
integrate DoIT resources and customer needs for projects and services so that realistic strategic goals are established, measured, and met;
meet deadlines and handle more than one project/services simultaneously;
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;
make and act on decisions impartially and objectively;
exercise initiative and creativity in the improvement, development, and implementation of overall DoIT programs and services;
confer with customer representatives and outside vendors on operations and project/service technical problems;
coordinate and evaluate the work of assigned staff in conjunction with the project, service and team leaders;
explain complicated and technical information in simple, non-technical language;
logically analyze and synthesize complex systems to develop satisfactory solutions;

conduct internal market research to measure customer satisfaction across projects/services, and advise project and service areas on survey techniques;
handle administrative functions, such as timekeeping and approvals;
perform high-level budget management and administration for multiple projects and functions;
educate ITD members and clients on budget methods and issues;
create long-range plans; and
negotiate and facilitate conflict resolutions; and measure return on investment and report to management.

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.

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