

DEPUTY CHIEF INFORMATION OFFICER

JOB DESCRIPTION

Classification Responsibilities: A Deputy Chief Information Officer (CIO) plans, directs, and manages the strategic and operational strategies/plans and resources for their assigned sections/teams and technologies and works directly with the Assistant CIO and CIO to determine and implement the Innovation and Technology Department's vision, direction, and strategies. Deputy CIOs are responsible for ensuring the success of the wide variety of technologies implemented and supported by their respective sections/teams in support of both specific department systems and enterprise wide systems. Duties include providing both technical and non-technical guidance, direction, and authorization for IT projects and to address technology opportunities and challenges; developing IT related policies and procedures; managing business relationships with assigned client departments and divisions and working directly with department and division directors and administrators to support their technology requirements; serving on the governance board for major IT projects and applications; participating in City Management meetings such as Council Agenda Reviews and City Council Meetings; monitoring budget expenditures related to their assigned sections/teams and technologies; working collaboratively with the other Deputy CIO to coordinate and support IT strategies and resources across IT sections/teams; and ensuring the professional development of IT staff to meet the City's business and technical demands. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Deputy CIOs are responsible for leading multiple IT sections/teams with multiple service areas and sub-teams, which are then directly supervised and/or supported by IT Managers or IT System or Solution Architects. The sections/teams, services, and technologies assigned to each of the DCIOs are subject to change/rotate based on business needs and changes in technology. Deputy CIOs independently manage their multiple assigned technical areas with considerable latitude and freedom in balancing and managing customer and technical demands with IT resources. Incumbents must communicate effectively using both business and technical terminology with all levels within the organization as well as with City Council and vendors. Deputy CIOs report to the Assistant CIO and are responsible for ensuring the success of the wide variety of technologies implemented and supported by their respective sections/teams. Employees in this class are required to be available on a 24-hour basis to address urgent 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, Business Administration/Management, Public Administration, Project Management, or closely 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.

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 at least one technical area of assignment is desirable. Experience with presentations, project management, team facilitation, budgeting, marketing, training, asset management, and purchasing are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Establishes and maintains effective working relationships with IT staff and assigned client departments and divisions to plan, direct, and manage the strategic and operational strategies/plans and resources for assigned sections/teams and technologies. Works directly with department and division directors and administrators to identify and support their technology requirements. Collaborates with the other Deputy CIO to coordinate and support IT strategies and resources across IT sections/teams. Communicates in both technical and non-technical terms with City employees, management, Council, and the public to create awareness and understanding of the value of Department Innovation and Technology's (DoIT) services, and to manage assigned sections/teams and technologies. Communicates with vendors regarding technologies and contracts and to prevent, resolve, or minimize the impact to customers and systems. Serves as the DoIT representative on the governance board for major IT projects and applications. Participates in City Management meetings such as Council Agenda Reviews and City Council Meetings. Instructs and trains division staff technical and non-technical topics. Maintains confidentiality.

Manual/Physical: Enters data into a personal computer and operates a variety of standard office equipment to compile and analyzes data. Conducts research to obtain data and information to determine types of IT services and projects needed and improve customer relationships. Prepares written documents and presents information both verbally and in writing to individuals and groups regarding IT services and technologies. Participates in meetings and seminars. Inspects the work products of others to ensure compliance with standard operating procedures and department policies and procedures. Learns job-related material in a classroom setting and/or through on-the-job training. Meets scheduling and attendance requirements.

Mental: Plans, directs, and manages the strategic and operational strategies/plans and resources for the assigned sections/teams and technologies. Works effectively with the Assistant CIO and the CIO to determine and implement IT's vision, direction, and strategies. Works collaboratively with the other Deputy CIO to coordinate and support IT strategies and resources across IT sections/teams. Ensures the success of the technologies implemented and supported by their respective sections/teams. Provides technical and non-technical guidance, direction, and authorization for IT projects and to address technology opportunities and challenges. Develops and revises IT related policies, procedures, and marketing plans. Manages business relationships with assigned client departments and divisions and works directly with department and division directors and administrators to support their technology requirements.

Negotiates with DoIT and other City department representatives to arrive at consensus on strategic decisions and priorities. Integrates DoIT resources and customer needs and coordinates service level agreements for projects and services. Ensures realistic outcomes and deadlines are established, measured, and met. Conducts research, analyzes data, understands and interprets technology related issues and offers business solutions. Resolves work-related issues involving resource allocation, project costs, project schedules, etc. Coordinates and negotiates with vendors regarding payment structures and contractual issues and to prevent, resolve, or minimize customer issues. Reviews and evaluates information such as status reports and requests for services to determine compliance with City and department policies and state and federal laws. Serves on the governance board for major IT related projects and applications. Performs mathematical and financial calculations and monitors budget expenditures related to their assigned sections/teams and technologies. Supervises IT staff and ensures their professional development to meet the City's business and technical demands. Maintains confidentiality. 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:

the wide variety of technologies implemented and supported by both specific department systems and enterprise wide systems;
industry trends involving information technology;
strategic and operational planning and business analysis methodologies;
project management and control techniques in a team environment;
general functions of City departments, including departmental needs and requirements;
principles of resource, change, and asset management;
general theories and principles of product/service marketing and public relations;
supervision and performance management, including professional development of technical staff; and
laws, policies, and regulations governing the purchase of commodities and services for the City.

Ability to:

Manage multiple assigned technical areas and balance customer and technical demands with IT resources;
manage business relationships and address both technology opportunities and challenges;
provide both technical and non-technical guidance, direction, and training;
develop IT related long and short term plans, policies, and procedures;
exercise initiative and creativity in the improvement, development, and implementation of overall DoIT programs and services;
contribute to the governance boards for projects and applications;
make oral and written presentations to internal and external audiences including City management and Council and other stakeholders;
oversee 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;
communicate and negotiate with vendors regarding technologies, issues, and contracts and to prevent, resolve, or minimize the impact to customers and systems.
logically analyze and synthesize complex systems to develop satisfactory solutions;
coordinate and evaluate the work of assigned staff in conjunction with the project, service and team leaders
establish and maintain effective working relationships with IT staff and ensure staff professional development;
explain complicated and technical information in simple, non-technical language;
conduct internal market research to measure customer satisfaction across projects/services;
complete administrative functions, such as timekeeping and administrative approvals;
monitor budget expenditures;
measure returns on investments and report to management;
make and act on decisions impartially and objectively and facilitate conflict resolution;
maintain confidentiality.

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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