

Job Description

CHIEF INFORMATION OFFICER

The City of Maricopa is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Management's vision is "to be open, responsive and accountable while serving the public with integrity."

General Purpose

The Chief Information Officer (CIO) performs a variety of complex technical, administrative, and supervisory work in the planning, support, development, installation and maintenance of information technology systems.

Required Skills

The CIO must possess the communication skills necessary to motivate technology actions within the City and:

- inspire change, stimulating both management and staff to embrace new technology as it is implemented,
- develop key relationships both within the City and with the City's IT strategic partners,
- act as a technology relationship manager and trusted advisor to both City management and its stakeholders, and
- manage the complex and challenging change efforts necessitated by technology deployments.

Supervision Received

The CIO works under the general direction of the Assistant City Manager.

Supervision Exercised

The CIO exercises supervision over all staff within the IT Department including the:

- Administrative Application Support Specialist
- Public Safety Application Support Specialist
- Help Desk Support Specialist
- Other future IT Department staff positions

In addition, the CIO will exercise supervision, provide direction and control over the IT strategic outsource vendors/partners. This includes, but is not limited to, both the network support and server support vendors.

Essential Duties and Responsibilities

The CIO oversees the positions described above under Supervision Exercised.

Manage and oversee assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, encourages and evaluates assigned staff; reviews progress and directs changes as needed.

Furnish leadership and direction in the development of short and long range IT plans; collects, interprets, and prepares data for studies, reports and recommendations; coordinates department activities with other departments and where necessary agencies.

Provide IT advice to supervisors and stakeholders; makes presentations to supervisors, the City Council, and where necessary focus groups and the general public.

In addition the Chief Information Officer has the essential duties and responsibilities for:

- Participating in the IT Steering Committee (made-up of executive management from the City's operating departments) meetings building an understanding the City's business and IT needs.
- Assuring that assigned areas of responsibility are performed within budget; performs cost control activities; supervises expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Preparing work procedures, prepare work schedules, and expedite workflow; study and standardize procedures to improve efficiency and effectiveness of IT operations within the City.
- Issuing written and oral instructions to IT staff; assign duties and inspect work for exactness, neatness, and conformance to policies and procedures.
- Performing or help subordinates in performing duties; adjusts errors and complaints.
- Preparing an assortment of IT studies, reports and related information for decision-making purposes.
- Conferring with management to determine information requirements of departments to determine boundaries and priorities of data processing and office automation projects, and to discuss system needs.
- Consulting with senior management involved with proposed projects to insure cooperation and further define the nature of project.
- Preparing business case studies defining the potential project feasibility.
- Preparing progress reports to inform management of project status and deviation from goals.
- Coordinating with management, support staff, technical personnel, or vendors to solve problems, as essential.
- Reviewing reports of computer and peripheral equipment production, malfunction, and maintenance to determine costs and plan operating changes.
- Outlining system, database and security requirements for information technology systems.
- Overseeing the analysis, design, programming and administration of information technology systems.
- Preparing and soliciting requests for proposal for hardware and software solutions.

- Assisting staff to diagnose and solving computer equipment problems.
- Participating in technical projects including writing equipment and application specifications.
- Planning and implementing organization-wide information systems, services, and network facilities and peripheral systems.
- Overseeing the implementation and maintenance of organization-wide data and voice communication systems.

Peripheral Duties

Assist in training staff in the use of computer hardware and software.

Represent the organization at various conferences and meetings.

Serve as a member of various employee committees and task forces.

Desired Minimum Qualifications

Education and Experience:

(A) Graduation from an accredited four-year college or university with a degree in information technology, management information services, computer science or a closely related field; and

(B) Eight (8) years of progressively responsible related experience, including five (5) years experience in a supervisory capacity; or

(C) Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Extensive knowledge of information technology; considerable knowledge of data and voice communication systems; considerable knowledge of modern electronic data processing theory, principles, and practices; considerable knowledge of management information systems; considerable knowledge of office automation and computerized applications;

(B) Skill in operating the listed tools and equipment;

(C) Ability to prepare and analyze complex reports; ability to maintain efficient and effective automated systems; ability to develop simple software programs; ability to install and troubleshoot systems; ability to effectively supervise staff; ability to establish and maintain effective working relationships with employees and company officials; ability to communicate effectively orally and in writing.

Performance Aptitudes

Physical Ability: Tasks require the ability to exert light physical effort including but not limited to, lifting, carrying, pushing and/or pulling, etc. of objects and materials of light weight (generally 25 pounds or less). Tasks may involve extended periods of time in seated position and at a keyboard or workstation.

Project Management: Tasks require the ability to schedule, coordinate, and manage various projects of varying degrees of difficulty, size and complexity.

Equipment, Machinery, Tools, and Materials: Tasks require the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials, commensurate with duties of the position.

Social and Interpersonal Communication Skills: Position requires professional social and interpersonal communication skills, including the ability to function in a major organizational unit requiring significant internal and external interaction.

Reasoning: Position requires functional reasoning skills enabling the analysis of major problems that necessitate complex planning for interrelated activities that can span one or several work units. Position requires situational reasoning skills allowing for the ability to exercise judgment, decisiveness and innovation in situations involving broader aspects of the organization.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.