CARROLLTON
TEXAS

DATE	APRIL 2021
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Chief Information Officer
DEPARTMENT/DIVISION: Information Technology
REPORTS TO: Assistant City Manager

SUMMARY: Plans, directs and manages the activities and operations of the Information Systems Department. Responsible for the overall strategic and operational planning and implementation of security measures, direction of the City's information technology such as vendor relationships, central systems, application development, project management, procurement of system hardware, desktop support, and telecommunication management.

ESSENTIAL JOB FUNCTIONS:
- Lead Information Systems (IS) strategic and operational planning to achieve business goals by fostering innovation, prioritizing IS initiatives, coordinating the evaluation, deployment and management of current and future technology systems across the City.
- Oversee the security of the city's IS network and applications striving to continuously reduce vulnerabilities, identify new threats and ensure rapid backup and recovery in the event issues develop.
- Assess the relative impact of emerging technology on the needs of the City by keeping current with trends and issues in the technology industry, including current technologies and prices.
- Ensure continuous delivery of technology services through oversight of vendors, partner organizations and service level agreements with end users and monitoring of technology systems performance.
- Develop and maintain an appropriate IS organization structure that supports the needs of the City; assess and make recommendations on the improvement or re-engineering of the IS organization.
- Define and establish IS departmental goals, objectives, policies, and operating procedures.
- Promote and maintain City's technology vision via regular written and in-person communications with the executive team, department directors, and end users.
- Manage the process of identifying and evaluating a broad range of current and emerging technologies to determine their maturity and applicability to the City and identifies opportunities for the appropriate and cost-effective investment of financial resources in technology systems and resources.
- Develop and effectively manage the IS operating and capital budgets; including, review of all new and replacement technology related purchases, projects, and proposing short-term and long-term solutions to technology management needs/issues relating to systems, equipment or services.
- Develop the IS workforce strategy and action plans that align with and enable the effective execution of business and IS strategies.
- Develop and execute a City wide 1) Technology disaster prevention and recovery plan, 2) business continuity plan, and 3) cyber security prevention, discovery and recovery plan.

- Oversee IS governance initiatives as chair of the IS Steering committee.
- Facilitate the prioritization of competing technology project requests from diverse departments while maintaining the basic technology infrastructure vital to reliable service delivery.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:
- Supervisory responsibility over Information System's city staff and contractors
- Preparation of technology annual operating, five year IS capital budget and Strategic Business Plan

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge of principles, practices and techniques of information technology and systems
- Knowledge of methods, material, and techniques employed in technology systems planning, design, and implementation
- Knowledge of multiple infrastructure, application, and operating systems
- Strong knowledge of business acumen, including industry, domain-specific of the city and its business units
- Strong knowledge of current and emerging technologies and application of those resources to drive digital business
- Excellent documentation skills of networking equipment, servers, and procedures
- Strong negotiation skills in an environment where resources are not in direct control of this role
- Exceptional leadership skills with the ability to develop and communicate vision that inspires and motivates staff
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects
- Excellent analytical, strategic conceptual thinking, strategic planning and execution skills
- Skilled at engaging and interacting with employees and driving a positive work culture
- Skilled in budget planning and financial management
- Ability to effectively communicate and instill confidence with peers and all key stakeholders
- Ability to analyze complex systems and apply technical knowledge
- Ability to develop and execute a strategic staffing plan that includes recruiting and retaining employees who are the best fit for the city and the IS department

MINIMUM QUALIFICATIONS:
- Bachelor's degree in business or closely related technology field
- 10 years of progressively responsible experience, including five years at the Executive Manager level or its equivalent
- CISSP and ITIL Certifications within 12 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERRED QUALIFICATIONS:
- 5 or more years of experience in city government or related industry

- Demonstrated experience in industry-leading, large, cross-functional teams or enterprise wide programs, influencing senior-level management and key stakeholders effectively across the organization and within complex contexts
- Preferably proven experience or demonstrated capability in leading large, complex and or transformational initiatives in dynamic environments and taking advantage of digital opportunities to innovate business models and enable the digitalization of the business

WORKING CONDITIONS:
- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check