



CLASS SPECIFICATION

Class Code: 60015950
Date Established: 03/2006
Last Reviewed: 05/2022
Last Revised: 05/2022
Last Title Change: 11/2014
FLSA: Exempt
Probation: 12 months

CHIEF INFORMATION OFFICER

DEFINITION

Under administrative direction of the County Manager, provides strategic leadership and direct oversight over information technology administration for Washoe County; provides direct oversight for the Technology Services Department; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree in computer science, public or business administration, management information systems, or a closely related field AND ten years of executive level management experience directing information and technology services, which included developing and implementing technology strategic plans; establishing and managing technology governance; planning, designing and implementing information systems; acquisition and implementation of innovative technology infrastructures; project management, organizational leadership, management and supervision, budget administration, and related functions in a large, multi-service public or private-sector organization.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over support staff and assigned division heads.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Oversee a comprehensive system of information technology for Washoe County, including planning and policy, physical and cyber security, enterprise applications, technology infrastructure and operations, regional technology services, business relationship and project management offices, online citizens services, GIS and mapping, and all other technology functions for the County.

Provide strategic and tactical direction for the County's information and technology efforts; incorporate business process reengineering (BPR) strategies in implementing information technology (IT) functions throughout the County.

Develop and maintain key partnerships at all levels within the County to include County departments, external agencies, businesses, and the community to advance technology driven solutions; collaborate with departments to enhance online citizens services for the community and promote community engagement through the use of effective technology outreach measures.

Provide vision, leadership, organization, and management of the Technology Services Department, responsible for project management of the information technology for the County.

Participate as a key member of the executive management team; establish and lead an IT governance framework and process to ensure effective use of all technology staff and resources throughout the County

Oversee the development and/or acquisition of IT management systems and plans to reinvest in the IT infrastructure; manages large complex vendor contracts.

Develop and administer the budget for the Technology Services Department; performs investment analysis, planning and budgeting related to IT infrastructure projects and programs.

Provide leadership in information technology, systems development, and data management to ensure the County has the appropriate information technology systems, support services and communications networks to meet the needs of users and customers.

Provide guidance and recommendations to the County Manager regarding the County's information management priorities and projects supported by enhanced project management tools, percentage of completions, funding aspects, and realistic completion timetables.

Assess information technology needs of County departments; identify problems, needs, duplication/gaps in services; develop services to meet those needs and develop and implement recommendations regarding integration, work procedures and cost-effective services.

Provide guidance in establishing and enforcing technology related policies and standards and ensure conformity to appropriate management information system standards; develop and maintain strategic technology plan that aligns technology initiatives with the County's strategic objectives.

Integrate, coordinate, and guide the development and implementation of information technology across the County, to achieve maximum County-wide efficiencies through the Business Relationship Management and Project Management divisions of the Technology Services Department; coordinate the identification and prioritization of required information technology initiatives among the County's various departments including coordinating with current or future departmental IT personnel to ensure enterprise functions and department specific applications are standardized to interface for maximum efficiency.

Provide countywide leadership input and direction in the management and operation of shared information services across the County; direct the preparation of recommendations and justifications for additional resources including personnel, space, and materials necessary to meet the department's information technology requirements.

Provide consultation and expertise as part of the executive leadership team, to the Information Technology Advisory Committee (ITAC), and ensures alignment and support of the countywide strategic information technology vision and plan. In coordination with ITAC, facilitates the process of determining the technological priorities, projects, and future direction of the County's overall information management functions; initiates and coordinates the development and implementation of integrated, information management plans and policies.

Review and assess the current information technology systems and methods and formulates new and revised systems and the re-engineering of business processes.

Represent the County's technology and information management strategy and plan and achievements before professional, industrial, and civic groups, explaining the County's information management policies and goals to the public, elected officials, and other government agencies.

Supervise assigned staff to include determining work performance standards, conducting performance evaluations, coaching and mentoring, work assignments and reviews, conducting employment interviews, implementing discipline and conflict resolution procedures when necessary.

Interact with internal and external customers to ensure continuous customer satisfaction; reviews and disseminates information to the appropriate parties; responds to users' questions concerning information management.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/division policies and procedures.

Countywide personnel policies.

Scope and impact of the department charged with providing technology services' operation with respect to the department and County's mission.

Systems development and implementation methodologies, various hardware, software and network equipment and systems; voice/data network and transmission technology; functions and operational requirements specific to Washoe County.

Federal, state and local laws related to the areas of responsibility.

Ability to:

Provide leadership and obtain support for the implementation of the County's information technology objectives, strategies, and goals.

Provide strategic guidance and direction to departments in the assessment and development of existing and/or proposed systems.

Plan, coordinate, and direct the operations of the department charged with providing technology services.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Information management technology required to develop and administer a large, countywide integrated information system.

Comprehensive understanding of technology foundations including enterprise applications, wide area and local area computer networks, and technology infrastructure.

Principles of management information systems, including system design and implementation, programming, and data control management, and all aspects of local and wide area networking.

Organizational and managerial techniques and practices sufficient to plan, organize, coordinate information functions, evaluate results, and determine organizational and staffing needs.

Principles and practices of strategic planning and effective collaboration across departments, divisions, and cross functional teams.

Best practices, developments and trends in information technology and e-government.

Principles and practices of management and supervision.

Principles of budget preparation, monitoring, and fiscal accounting.

Principles of project management, scheduling, and control as applied to the implementation of technical projects.

Reporting and disclosure requirements of government entities.

Ability to:

Supervise personnel, including training, assigning, and reviewing work, administering discipline, and conducting performance evaluations.

Recognize and understand the information needs of the department from a broad business perspective.

Interpret, understand, and apply technical reports, statutes, rules, and regulations.

Predict, analyze, and manage technological changes within the organization.

Evaluate programs or projects to determine their effectiveness in meeting goals and objectives and develop and implement program or project modifications.

Evaluate performance of technology as currently implemented and recommend cost effective technical changes.

Develop and implement recommendations regarding integration, work procedures and cost-effective services.

Assess information technology needs of County departments and develop services to meet those needs.

Ensure conformity to appropriate management information system standards.

Communicate technical concepts on information technology strategy, problems, solutions, projects progress and needs in a timely and understandable manner.

Communicate effectively, both orally and in writing.

Prepare clear and concise reports, correspondence, and other written materials.

Maintain effective working relationships with department heads, staff, elected officials, and all those contacted in the course of work.

Effectively represent the Technology Services Department to department heads, staff, elected officials, and all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to stand and walk frequently. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephones, and FAX machine.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.