



Town of Oro Valley Classification Description

Title: **CHIEF INFORMATION OFFICER (CIO)** Department: Information Technology
Job Code: 1505 Salary Grade: 127
FLSA Status: Exempt

POSITION SUMMARY:

Under general direction, provides strategic and day-to-day management and direction of all IT programs, services, policies, and staff.

ESSENTIAL JOB FUNCTIONS:

- A. Exercises oversight authority and discretionary judgment to manage all functions and resources of the Information Technology Department to achieve or assist in the achievement of the Town's Strategic Plan.
- B. Assists in the development and implementation of the Town's Strategic Plan, including information technology initiatives, goals and objectives.
- C. Establishes technical priorities, standards, administrative procedures and policies that cover the short and long-term technology needs for the Town.
- D. Ensures the delivery of Information Technology services to all Town departments, through oversight, direction, and delegation; including website management, network administration, data recovery planning, systems and business analysis, programming, computer operations, and technical support and maintenance of databases, telecommunications, and Geographical Information Systems.
- E. Performs administrative functions on behalf of the Town's self-insured medical and prescription plan and complies with the Town's HIPAA Privacy Policies and Procedures, especially as it pertains to use and disclosure of Protected Health Information.
- F. Serves as the Town's HIPAA Security Officer.
- G. Reviews and evaluates department employee's work products and programs to ensure compliance with standards and achievements of goals and objectives.
- H. Supervises the work of staff and schedules, prioritizes, and communicates about staff, projects, and networks operational tasks.
- I. Decides and implements personnel actions such as promotions, transfers, discharges and disciplinary measures.
- J. Provides leadership as a member of the Town's executive leadership team on an organization-wide and community basis to ensure that public services are provided in alignment with the Town's strategic objectives.
- K. Oversees development of RFP and bid documents for vendors, ensuring requisite inspections are complete, reports are prepared and payment is submitted.

- L. Develops strategic partnerships with community representatives, external agencies, and other organizations to develop a sense of relevant issues facing our community and to take action.
- M. Collaboratively and cooperatively works with the Town Manager, Town Council, department directors and other senior managers to analyze organization and community needs, and takes action in response to those needs.
- N. Develops, submits and monitors the budget for the Department, allocating resources and evaluating expenditures to effectively and efficiently deliver high quality services to the Town and Community.
- O. Ensures response to citizens and the public regarding technological inquiries.
- P. Regular, daily attendance is an essential function for this position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Management and/or supervision principles.
- Current technology trends and systems, including those related to local government services.
- Network and telecommunication operation methods and techniques including radio based and microwave network communication systems.
- The implementation of Voice Over Internet Protocol (VOIP) telephony and associated call center management systems.
- Principles and techniques of project management systems analysis, application programming, computer operations.
- Principles and practices of positive supervision; governmental budgetary practices, including purchasing, contract management, and project cost analysis.
- Government structure, operations, services, processes and constituent services.
- Procurement contract vehicles (e.g. GSA, WSCA, etc.).

Skill in:

- Researching state statutes, local ordinances and US federal code whenever necessary to supplement a given analysis.
- Vendor contract negotiations.
- Setting priorities in accordance with the Town's Strategic Plan.
- Examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Working effectively with a wide range of constituencies in a diverse community.
- Strategic information technology planning.
- Analyzing data and preparing comprehensive files and reports.
- Verbal and written communication.
- Establishing and maintaining effective working relationships.

Ability to:

- Direct multi-department technical and administrative staff.
- Implement Commercial off the Shelf (COTS) Financial, and License/Permit Management Systems.
- Operate Microsoft Office Suite 2007 and higher.
- Operate Microsoft Windows 7 and Windows Server 2003 (or higher) Operating Systems.

MINIMUM QUALIFICATIONS:

- A Bachelor's degree (Masters preferred) in Information Management, Computer Science, Systems Engineering or other technology related field.
- Seven (7) years' experience in administering, managing, and supervising an information technology environment, including a broad experience in all major phases of information technology management, including three (3) years supervisory experience; **OR** an equivalent combination of education and experience.
- Successfully complete background investigation.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.
- The position will occasionally require after hours availability to resolve and/or direct others to resolve critical system issues.
- The position will require after hours availability for implementation of products or services.