Chief Information Officer

Bargaining Unit: City of Dallas

POSITION PURPOSE:

Oversees the Information & Technology Services department and provides technology and innovative leadership to the City of Dallas. Provides direction and leadership to the four main areas of IT, including IT Operations, IT Optimization and Transformation, Office of Chief Information Security Officer, and IT Business and Finance. Coordinates and aligns IT services and business solutions with the all of the other City departments and outside agencies.

ESSENTIAL FUNCTIONS:

1. Assumes full management responsibility for all departmental services and activities, including IT governance, digital and system security, business area relationships, project management, applications development and support, technology operations, communication systems (telephony, radio, and data networks) and IT business and financials; and recommends and administers policies and procedures.

2. Manages the development and implementation of department goals, objectives, policies, and priorities for each assigned service area; establishes, within City policy, appropriate service and staffing levels; and allocates resources accordingly.

3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; and identifies opportunities for improvement, and directs the implementation of changes

4. Acts as the official departmental representative to other City departments, City Manager's Office, elected officials, and outside agencies; explains, justifies, and defends department programs, policies, and activities; and negotiates and resolves sensitive, significant, and controversial issues. Responsible for attending City Council meetings and takes necessary action regarding Council agenda items.

5. Selects, mentors, motivates, and evaluates departmental employees; oversees the departmental training; works with employees to correct any service or performance deficiencies; and implements and administers disciplinary and termination procedures, when necessary.

6. Manages and participates in the development and administration of the department budget; estimates funds needed for IT staffing, equipment, business systems, technology support, and IT management tools; directs the monitoring and approval of expenditures; and directs the preparation and implementation of budgetary adjustments as necessary.

7. Coordinates technology development and advancements with the other City departments and outside agencies and organizations; provides technology assistance to the offices of the City Manager, Assistant City Managers, City Council, and Mayor; and prepares and presents staff reports and other necessary communications.

8. Responds to and resolves sensitive inquiries and complaints from both internal and external sources. Reviews and signs all higher-level department communication, including Council ordinances and contracts.

9. Responsible for the evaluation and assessment of new hardware and software technology; develops technology solicitation requests and oversees the reviewing of all responses; reviews and authorizes implementation of business systems; assesses and monitors cost and ensures appropriate fees are charge to the departments.

10. Stays abreast of new trends and innovations in the field of information technology; Performs related duties and fulfills responsibilities as required.

Working Conditions & Hazards:

- Incumbent works in an office/administrative environment and is not normally exposed to any physical hazards.

MINIMUM QUALIFICATIONS:

Progressive leadership skills used to energize multi-disciplined work teams to respond to business needs; strong analytical, interpersonal skills, problem-solving and conceptual skills, project management skills, with experience in organizing, planning, budgeting and executing large-scale projects from the envisioning stage through implementation, involving internal and external personnel, contractors and vendors. Outstanding oral and written communication skills. Strongly self-motivated.

These minimum qualifications are intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position.

- Bachelor's Degree from an accredited college or university with major coursework in Computer Science, Information Systems, or a related field.

- Ten (10) years of increasingly responsible professional experience in the field of information systems, including six (6) years of administrative or supervisory responsibility.
- Or Equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of operational oversight, services, and activities of information technology.

- Knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

- Knowledge of advanced principles and practices of municipal budget preparation and administration

- Knowledge of principles of supervision, training, and performance evaluation.

- Knowledge of organization, function, and authority of various City departments.

- Knowledge of pertinent Federal, State, and local laws, ordinances, statutes, and regulations.

- Knowledge of computer hardware, software, and business systems.

- Knowledge of methods of determining costs versus benefits of various business systems and applications.

- Ability to develop, implement, and administer goals, objectives, and procedures for providing effective and efficient services for the City.

- Ability to analyze problems, provide alternatives, identify solutions in support of established goals, and project consequences of proposed actions.

- Ability to identify and respond to community and City Council issues, concerns, and needs.

- Ability to prepare and administer a complex departmental budget and allocate limited resources in a cost-effective manner.

- Ability to research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Ability to provide administrative and professional leadership and direction to subordinate staff.

- Ability to communicate clearly and effectively, both verbally and in writing.

- Ability to prepare and present clear and concise administrative and financial reports.

- Ability to establish and maintain effective working relationships with City staff and officials, other government officials, community groups, the general public, and media representatives.

- Knowledge of the legal and procedural environment associated with major high technology procurement.

- Ability to interpret departmental technology needs and translate them into solutions that help deliver better City services.

  The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.

PREFERRED QUALIFICATIONS AND EXPERIENCES:

A good understanding of overseeing the following…

- Large city government IT with the insight of how to support a centralized IT department overseeing the technology of city services departments

- Overseeing a hybrid datacenter (cloud and on-premise) and identifying what items should be moved into the cloud and those that shouldn't
  - How to manage the cost, yet supply sufficient access to the business system data for reporting and analytics

- Public Safety technology including Computer Aided Dispatching (CAD), Automated Field Reporting (AFR), Records Management System (RMS), Public Safety Answering Point (PSAP), etc

- Public Safety Radio System deployment project and overseeing a regional radio network

- Project Management fundamentals and overseeing/managing an IT Project Management Office with a significant amount of active projects

- IT Governance and its marriage with managing IT supply and demand, project management, staff and operations management

- A large Wide Area Network (WAN) team with the strategies to move Dallas from leased circuits to private managed fiber

- Business Intelligence and organizational collaboration with departments data needs

- Ability to interact with City leaders, Council members, City's Mayor, and citizens with high-level leadership and presentation skills

- Strong IT security insight for large organizations and experience with overseeing an enterprise Chief Information Security Officer and Security Office

- Public Sector Utilities technology and working together with Municipal Utility leadership to provide technology services

CLASS SPEC SUBSET CODE REFERENCE:

The only valid subset code for this class specification is "00"