CLASS SPECIFICATION

CHIEF INFORMATION OFFICER

DEFINITION

Under administrative direction and in consultation with the Information Technology Advisory Committee, facilitates, develops, and guides the management of information as a strategic asset through technology by supporting an overall strategic information technology vision and plan for Washoe County; provides leadership to the County in accomplishing its mission and goals through the application of information technology, responsible for overall planning, coordinating, implementing and evaluating of the County’s information technology systems and services; oversees the department charged with providing technology services, to include planning and policy, security, application services, and operations; serves as the County’s information technology advocate; coordinates information technology activities in the County; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Public or Business Administration, Management Information Systems, or a closely related field and ten years of progressively responsible information management experience managing information and technology services, which includes the design and implementation of information systems, acquisition and implementation of innovative technology infrastructures, project management, organizational leadership, and budget administration. A Master’s degree in Computer Science, Public or Business Administration, Management Information Systems, or a closely related field may substitute for two (2) years of experience.

LICENSE OR CERTIFICATE

A valid driver's license is 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.)

Develops and guides the management of information through technology.

Provides input in the areas of planning and policy, research and development, inter-governmental relations, applications including geographic information systems, infrastructure services, disaster recovery planning, technology asset management, records retention, and procurement.

Provides direction and management for application services including SAP enterprise system, applications, Geographic Information Systems, and e-government for the County.

Provides direction and management for operations which include a wide range of client and infrastructure services.

Facilitates, guides, and collaborates on processing and delivery of information technology throughout the County, between County departments, and citizens.
Provides 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.

Assesses all information technology functions and resources to identify problems, needs, duplication/gaps in services, etc. in the support of the County’s systems and its Information Technology Strategic Plan.

Provides vision, leadership, organization, and management of the County’s information technology department; responsible for project management of the information technology for the County.

Provides guidance and advice in establishing and enforcing information technology standards.

Integrates, coordinates, and guides the development and implementation of information technology across the County, to achieve maximum County-wide efficiencies; coordinates 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.

Provides countywide leadership, input, and direction in the management and operation of shared information services across the County.

Provides 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 I.T.A.C., 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.

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

Represents 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 as well as to incorporate new innovations that may benefit the county.

Interacts 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.

Provides guidance and recommendations to the Assistant 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.

Ensures 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** *(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.
Developments and trends in information technology and e-government and the strategic business impacts of key information and technology initiatives.

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

Wide area and local area computer networks.

Personal computer hardware and software.

**Ability to:**
Supervise personnel, including training, assigning and reviewing work, administering discipline, and conducting performance evaluations.

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 sufficient to develop and administer a large, countywide integrated information system.

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

Business principles, processes, information, and technology.

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.

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

Reporting and disclosure requirements of government entities.

**Skill in:**
Strategic management planning, collaborative business planning and the ability to develop operating plans to improve effectiveness and efficiency are essential to success.

**Ability to:**
Provide leadership and obtain support for the implementation of the County’s information technology objectives, strategies, and goals.

Manage and direct professional, technical and administrative staff.

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

Provide strategic guidance and direction to departments in the assessment and development of existing and/or proposed systems.
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, problem solutions, and projects progress and needs in a timely and understandable fashion in non-technical terms.

Communicate effectively, both orally and in writing.

Maintain cooperative working relationships with division staff, the public, and representatives of other departments.

**SPECIAL REQUIREMENTS**

_Essential duties require the following physical abilities 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._