



Proposed

Director of Information Services (Chief Information Officer)
Classification Specification

JOB SUMMARY:

Under administrative direction of the Chief Executive Officer, directs, plans, organizes, and supervises all functions and operations of the County's centralized Information Services Department, including information, network and communication systems; oversees the operations, budget and staff of the department. Serves as the County's Chief Information Officer.

DISTINGUISHING CHARACTERISTICS:

This at-will, department head class appointed by and reports to the Chief Executive Officer is responsible for the direction and management of the County's Information Services operations through subordinate staff including planning, organizing, and directing the operations of the County's information systems equipment, systems and functions, including telecommunications and radio systems; serving as the Chief Information Officer for the County. This position requires a high level of initiative, judgment, discretion, and the ability to make independent decisions in recommending, implementing, and administering operations of the department. The incumbent is responsible for overall policy development, fiscal management, administration, and operation of the department. The incumbent is accountable for maintaining the County's IT Master Plan and accomplishing departmental strategies, operational goals and objectives, and for furthering County goals and objectives within general policy guidelines.

SUPERVISION EXERCISED:

Exercises management level supervision over subordinate supervisors and professional staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Plan, organize, implement, direct, evaluate and supervise the operations, activities and staff of the department, including information systems such as telecommunication, network services, desktop computer operations, data administration, training, application support and development, information technology acquisition, GIS, cybersecurity and public safety microwave systems and related infrastructure.
- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the Information Systems department.
- Oversee the planning, development and implementation of short and long-term strategies, including the planning and implementation of the County's IT Master Plan, development of County-wide processes, related to the County's information technology and communication systems.
- Consults with and advises the Technical Advisory Committee and other department heads or elected officials regarding the feasibility and cost effectiveness of utilizing computer systems; recommends priorities for the use of resources.
- Direct the management of information technology research, development, conversion, installation, and maintenance projects. Provides expertise and technical leadership to all County departments in the areas of information and communications systems, management and organization.
- Conducts or directs analytical studies of Information Systems activities; develops and reviews reports of findings, alternatives and recommendations.
- Advise the Chief Executive Officer, Technical Advisory Committee, and the Board of Supervisors in the development and implementation of programs, policies and procedures related to all phases of information technology services.
- Responsible for cybersecurity policies, procedures and defenses necessary to secure County information technology assets and maintain the integrity and accuracy of County information systems.
- Consult with Chief Executive Officer, Board of Supervisors and department heads regarding the feasibility and cost effectiveness of information technology systems.
- Oversee training programs for personnel in the Information Services department and user departments to ensure effective design, implementation and utilization of computer systems and information technology.
- Develop and direct the preparation of the annual operating budget for the department; works with departmental representatives, and vendors to establish budget estimates for new and existing services; monitors and administers approved budget.
- Represent the County and the department in meetings with representatives of governmental agencies, professional and business organizations, employee organizations, and the public.
- Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

- Develop, communicate, and monitor policies, procedures, and standards for the department; recommend improvement when necessary.
- Review operating policies, procedures, and techniques to determine effectiveness.
- Coordinate activities of the department with other County departments and outside agencies.
- Confer with management to keep them informed on key issues and progress toward objectives and to gain their support and approval; makes recommendations to assist management in making needed improvements.
- Participate in, and serve as a member of, a variety of committees and groups.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- Computer
- General Office Equipment
- Vehicle

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Bachelor's degree from an accredited four-year college or university in Computer Science, Public Administration, Business Administration, or a related field; and, six (6) years of progressively responsible management-level experience in government entity, including program planning and evaluation, budget management, personnel and performance management, and policy development.

Substitution: A combination of ten (10) years of directly related education, training, and management-level experience performing progressively responsible duties in a government entity, including program planning and evaluation, budget management, personnel and performance management, and policy development, that would provide the knowledge skills and abilities necessary to effectively perform the duties of the job.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Operations, services, and activities of comprehensive technology and communications systems and related supportive services.
- Best practices for managing the implementation and ongoing support of information technology.
- Principles and techniques of management, including program planning, implementation and administration and employee supervision including work planning, performance evaluation, and training.
- Principles, regulations and concepts of government purchasing and public contract management.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Administrative principles and methods, including goal setting, program development and implementation and employee supervision.
- Principles and practices of staff administration in the public sector necessary to select, direct, supervise, train, and evaluate a diverse, multidisciplinary staff through subordinate managers; effective training models and staff development practices.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Financial and legal requirements applicable to the work including budgetary principles and procedures.
- Proper English usage and grammar; standard business arithmetic, including percentages and decimals.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Long-range systems planning and needs forecasting in all aspects of the department.
- Applying principles of leadership, motivation, team building and conflict resolution.
- Developing, implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls.
- Analyzing complex problems, evaluating alternatives and making creative recommendations.
- Researching, compiling, interpreting and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a

minimum of direction.

- Exercising tact, discretion, and sound independent judgment within established policy guidelines and legal constraints.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Advanced interpersonal skills to provide effective leadership to subordinate staff and to develop cooperative working relationships with employees, senior management, elected officials, and outside agencies.
- Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

- Exercise and independently apply sound, unbiased judgment.
- Evaluate and analyze complex issues accurately and take effective action.
- Take initiative in carrying out direction and in formulating creative solutions to problems.
- Plan, organize, and oversee departmental activities.
- Gain cooperation through discussion and persuasion.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Represent the department and county effectively in meetings including making effective presentations to and facilitating groups.
- Respond to stressful and sensitive situations in a professional and confidential manner.
- Prepare clear, concise, and comprehensive reports, correspondence, and recommendations.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Delegate authority to staff.
- Communicate effectively both verbally and in writing.
- Collect, interpret and evaluate data and identify and evaluate variables.
- Formulate policies and plan, coordinate and initiate actions necessary to implement decisions.
- Apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Write clear, concise and comprehensive reports, correspondence, technical reports and program plans.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess and maintain a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Director of Information Services (Chief Information Officer)

CLASS CODE: TBD

DEPARTMENT: Information Services

REPORTS TO: Chief Executive Officer

FLSA STATUS: Exempt

CIVIL SERVICE: No

BARGAINING UNIT: Department Head

ADOPTED: 2021

History Notes: