

CLASS SPECIFICATION



CLASS: Chief Information Officer
ALLOCATION: Administrative Services Department
FLSA STATUS: Exempt
UNION AFFILIATION: N/A - Management

ESTABLISHED: June 2013
REVISED: July 2022

JOB SUMMARY:

Under administrative direction, direct the administrative and technological activities of the Information Technology Division, within established guidelines; plan, direct, and/or coordinate the County-wide information technology strategic plan involving all infrastructure, network, security, capital improvement projects, service programs, maintenance and operations; and perform other duties as assigned.

CLASS CHARACTERISTICS:

This is a management level classification in the information technology series and reports to the Director of Administrative Services. The incumbent provides the day-to-day administrative oversight of the Information Technology Division and manages staff through subordinate levels of supervision. This class is distinguished from the Director of Administrative Services in that the latter has overall management responsibility for all Administrative Services Department activities and functions and establishes department vision, goals, policies, practices, and procedures.

EXAMPLES OF DUTIES:

Essential:

- Manage all centralized information technology services to all County Departments for functions including but not limited to security, application development, infrastructure, networks, upgrades, equipment leases, and project management and implementation for financial, human resources, criminal justice, health and human services, and community development.
- Direct the coordination of the Information Technology Division programs, plans and operations between technology divisions and County departments; allocate resources, decide methods, systems, processes and controls for effective execution of approved program plans and ensure service quality levels.
- Develop and direct the implementation of goals, objectives, policies, procedures, and work standards for the IT Division in coordination with the Director of Administrative Services; implement policy and procedural changes as required.
- Direct and participate in strategic and tactical planning to ensure the IT Division supports County Departments' information technology needs and to further the County's Strategic Plan.
- Establish, organize, and provide guidance to a Technology Review Committee (TRC) with representatives from key departments.
- Reengineer business processes, oversee the provision of professional guidance and technology coordination among County departments and other jurisdictions as appropriate.
- Manage and participate in administrative activities for the department in areas such as: budget development and administration, financial administration and reporting, revenue allocation and recovery, grant administration, purchasing, contract administration, management analysis, personnel, payroll administration, and program evaluation.
- Ensure the planning, organization, administration, review and evaluation of the work of professional, support and operational staff and various contractors directly and/or through subordinate levels of supervision.
- Select and develop staff; provide training and professional development; interpret regulations and County policies and procedures to division staff; ensure effective morale, productivity and recommend disciplinary and other personnel actions.
- Prioritize and allocate available resources; evaluate program effectiveness as related to objectives and policy guidelines.
- Advise the Board of Supervisors, Director of Administrative Services, County Administrator, and other County departments and jurisdictions on current issues and long range planning regarding areas of responsibility.

- Monitor changes in technology and regulations related to information capture and processing and voice and data transmission; evaluate their impact upon County activities and provide for the development and implementation of required policy and procedural modifications.
- Assume the duties of the Director of Administrative Services on a relief or as directed basis.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Prepare and direct the preparation of a variety of written correspondence, reports, procedures, and other written materials; direct and oversee the maintenance of accurate files and records.
- Use standard office equipment, including a computer and peripherals in the course of the work.
- May be required to drive a motor vehicle.

EMPLOYMENT STANDARDS:

Knowledge of:

- Several information technology business elements through direct experience.
- Principles and practices of program development and management, including design, implementation and evaluation, resource management, and management of staff through subordinate levels of supervision.
- Principles, practices, and procedures of administrative operations, including budget development and administration, payroll and personnel management, auditing and reconciling financial documents, and accounting and automated financial record keeping.
- Principles and practices of information technology procurement, contracting, financing and licensing.
- Principles and practices of employee supervision, selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Principles and processes of providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Principles and practices of asset management.
- Pertinent federal, state, and local laws, codes, regulations, and reporting requirements.
- Computer applications related to the work, including word processing, spreadsheet and database applications, and enterprise resource applications.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Skill in:

- Planning, organizing, administering, reviewing, and evaluating division staff and activities, directly and through subordinate levels of supervision.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Managing multiple projects and programs in an efficient, cost effective and timely manner.
- Providing for staff training and professional development.
- Representing the department and the County effectively with management of other departments, including explaining technical concepts to non-technical users.
- Interpreting, applying and explaining complex laws, ordinances, rules and regulations.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Preparing and directing the preparation of clear and concise staff reports, policies, procedures, correspondence, draft ordinances and other written materials.
- Communicating technical information to a wide variety of users.
- Making effective public presentations.
- Using tact, discretion and prudence in dealing with those contacted in the course of the work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Keeping up-to-date technologically and applying new knowledge to the job.

Ability to:

- Plan, develop, establish, coordinate, monitor and maintain information technology and business continuity strategies.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Exercise initiative, ingenuity, sound, and independent judgment within general policy guidelines.
- Solicit and facilitate consensus decision making across teams and resolve conflict.
- Present sound recommendations for effective business leadership and management decisions.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.
- Work within a team framework, both as a leader and a member.
- Interact with others and demonstrate sensitivity to their needs in order to establish and maintain a supportive and professional working relationship.
- Accept criticism and deal calmly and effectively with high stress situations.
- Instill individual accountability and responsibility by immediately responding to behavior.
- Serve as a countywide technical adviser regarding information technology and business continuity.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Drive a motor vehicle in order to visit work sites throughout the community and attend meetings.
- Properly handle equipment and supplies weighing up the 25 pounds on an occasional basis.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Typical office environment, with multiple work locations possible.
- May at times be exposed to loud noise levels. However, noise levels are typically quiet.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Maintain professional development and continuing education activities as required.

Special Requirements:

- May be required to work evenings and weekends and in response to system emergencies and priorities.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Bachelor’s Degree from an accredited institution with a major in Computer Science, Information Systems, Business Administration, Public Administration or related field and six years of information services management experience in a comprehensive information technology setting which has included supervisory experience, or any relevant combination of education and experience that would demonstrate the knowledge, skills, and abilities outlined above.

PREFERRED: In addition to the minimum, an advanced degree in a related field as previously defined and information technology management experience in a public agency setting, which has included managing budgetary, personnel, and fiscal operations.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept. Approval: Department Head
Date:

Signature: _____

Human Resources Approval:
Date:

Signature: _____

EEOC: A
WC: 9410

Established: June 2013
Revised: July 2022