

CHIEF INFORMATION OFFICER

Definition:

The Chief Information Officer (CIO) is an Executive Team member responsible for managing all information technology (IT) and information/cyber security functions for the City of Fullerton as well as for technology and security architecture, system design, IT, and security operations; develops objectives, work plans, and budgets for the assigned area of responsibility; oversees the expenditures and administration of contractors as applicable; establishes and evaluates work standards and performance within the area of assignment; and performs related work as required.

As a member of the Executive Team, the CIO will serve as either a Department Head or be assigned within a City Department based on organizational needs with direct line of communication with the City Manager.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by the Chief Information Officer include but are not limited to the following:

Serves as the City's chief technologist.

Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assess and monitors administrative support systems; identifies opportunities for improvement; implements recommendations.

Plans, directs, organizes, executes, and evaluates the overall information technology and information/cyber security activities of the City of Fullerton.

Champions the creative use of technology in all city operations; leads the City's efforts to use cost effective and innovative technologies to provide fast, convenient, and effective services to our internal and external customers.

Serves as the liaison between City departments, external vendors / providers of IT and information/cyber security services, and City executives.

Ensures effective delivery of technology services to user departments; plans, organizes, controls, integrates and evaluates technology; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the City's mission and assigned priorities.

Assists in strategic planning, financial, and business process reengineering that can be used to make informed IT and security related decisions.

Provides strategic policy information to ensure the best and secure use of City resources.

Works with City leadership to plan, develop, and implement programs, policies and practices pertaining to information technology and information/cyber security.

Manages information technology and information/cyber security functions to ensure compliance with CJIS, CLETS, PCI, California Trusted Systems Act, AWIA, and other relevant programs.

Reviews, analyzes and monitors IT functions.

Provides technical direction and assistance to assigned IT staff/contractors/consultants.

Consults with City department directors to discuss issues; identify problem areas and propose solutions.

Collects and analyzes data to recommend improvements to operating systems, applications, and security infrastructure.

Assists in the preparation of the City budget by providing technology and security-related information and recommendations, including operational budget and capital outlay programs; evaluates actual expenditures in relation to IT goals and service priorities.

Works with the Purchasing to manage procurement for services and equipment; able to select the best software and hardware to meet internal and external customer needs while seeking the best combination of quality and value; works with Purchasing to manage procurement for services and equipment; prepares and administers contracts for goods and services.

Operates modern office equipment including computer equipment and specialized software application programs.

Responds to public inquires and requests related to assigned areas.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Class Characteristics:

The Chief Information Officer is a single incumbent member of the City's Executive Team. This position may lead the City's IT programs as either a stand-alone department head or be assigned within a City Department, but retains responsibility for managing all City information technology and information/cyber security functions with direct communication with the City Manager.

The Chief Information Officer is appointed by the City Manager and has broad responsibility for the safe, effective and efficient administration of all IT activities, employees, contractors and consultants.

Contacts and Relationships:

The Chief Information Officer supervises assigned managers and professional/administrative support staff and through them all Information Technology staff. The Chief Information Officer establishes and maintains contact with and has continuing interaction with a variety of City staff to include City Council Members, the City Manager and City department heads. Additional contact will occur with civic groups, developers, consultants and representatives of other public and private agencies. Contact with the public will occur during some work assignments and resolution of concerns.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Applicable and relevant IT technologies and best practices.

Compliance and operational frameworks.

Contract administration related to assigned area.

Proven ability to work in a fast-paced environment that balances strategic goals with tactical tasks needed to grow and expand City services

Leadership and management theory and practices, effective supervisory techniques and public sector labor relations.

Municipal budgeting methods and procedures related to area assigned; best practices for asset management.

Applicable legal issues, federal, state and local laws, codes and regulations related to area of responsibility.

Goal-setting methods and the design of workload and performance indicators.

Techniques of research and analysis and methods of making effective oral and written presentations.

Report writing techniques.

Negotiations and conflict resolution techniques.

Public relations and customer service techniques.

AND

Ability to:

Provide leadership for IT programs and assigned staff.

Effectively communicate centralized IT policy to staff and vendors in order to effectuate change.

Plan, direct, organize, and manage IT and security functions across departments providing a wide variety of services and functions.

Prepare, review, present, and control large complex budgets and/or contracts.

Identify information technology and/or information security problems and develop and recommend solutions.

Provide decision-making and technical support to group manager/agency director.

Establish and maintains excellent interpersonal working relations with IT staff, other department personnel, the public and representatives from industry, media, government, and other agencies.

Prepare executive-level correspondence and reports and make effective oral and written presentations.

Manage client relations to ensure development of service-objective expectations.

Think and communicate in a strategic and proactive manner.

Evaluate and provide assistance in monitoring, vendor contracts and performance.

Analyze problems and recommend and implement effective solutions.

Select, train, motivate, supervise and evaluate staff.

Initiate and carry out required procedural assignments and use independent judgment and initiative.

Work within, interpret and apply applicable laws, City and IT related rules and regulations.

Resolve conflict situations in a fair and amicable manner.

Think clearly, logically and rationally under pressure, adhere to multiple deadlines and handle multiple projects.

Meet and serve the public with professionalism, courtesy and tact.

Handle job stress and maintain composure in public settings.

Operate modern office equipment including computer equipment and applicable and specialized software.

Education and Experience:

Any combination of training and experience, which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

Graduation from an accredited four-year college or university with major coursework in computer science or a related field. A graduate degree or some completed graduate level coursework in management, business administration or a related field from an accredited college or university is preferred but not required.

AND

Eight years of recent, continuous, progressively responsible professional experience, including five years management level experience in a mid-sized or large IT organization comparable to Fullerton in terms of the scope of activity.

Special Requirements Include:

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Employer Pull Notice Program.

Must be able to work flexible and extended hours to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Chief Information Officer file financial disclosure statements in accordance with state and local laws.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time. The incumbent uses a computer, keyboard and related equipment, drives a vehicle on City business, sits, stands, walks, reaches, bends, twists, reaches and grasps and may lift and carry boxes of records weighing 30 pounds or less. When performing inspections the incumbent may walk and stand on slippery and uneven surfaces and be exposed to vehicular traffic. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Exempt

Established September 2020