

Chief Technology Officer (Grade 22)

General Statement of Duties: To collaborate with all Administrative Employees, Directors, and stakeholders (including vendors) to lead, drive, develop and oversee all implementation, operation, transformation, delivery, and technical realization of all Technology, Software and Services, Network Architecture, Vendor Management and IT Security; To be responsible for and lead the emerging technology initiatives within the Organization; within Vendor Management, by collaborating with directors and department teams to plan, organize and direct information technology vendor strategy, evaluation, selection, management, and governance; within IT Security, to oversee and direct security programs and security efforts within government, to provide vision and leadership for developing and supporting security initiatives, and to oversee all phases of information security incident response for the City including planning, establishing, and maintaining an information risk management program to ensure that information assets are adequately protected; and to do related work as required.

Supervision Received: Works under the administrative direction of the City Manager and/or Assistant City Manager using initiative and independent judgment. Work is subject to review through consultation and written reports for satisfactory performance and conformance to established policies, procedures, rules and regulations.

Supervision Exercised: Plans, coordinates, supervises and reviews the work of external vendor service providers.

For Technology, Software and Services:

- To analyze all individual departmental technology needs
- To review all City technology and software related architecture
- To plan for and implement future technology and software upgrades
- To prevent EOL (end of life) devices and software from being used within the city technology fleet
- To review customer/citizen facing technology and software; continuously improving on related offerings
- To analyze related technology and software project costs
- To negotiate technology and software related agreements and purchases
- To remain up to date on current technology and software trends within the industry through continued education, technology and software conferences, related board and committee memberships, or a combination of these
- To work with inter-departmental teams within the organization to ensure their technology and software related needs are properly met.
- To meet with involved stakeholders when upcoming projects or changes involve technology, software or related services

- Management of related budget funds
- To do related work as required

For IT Vendor Management, Contracts & Strategic Sourcing:

- To collaborate with related directors and department teams to plan, organize and direct information technology vendor strategy, evaluation, selection, management, and governance
- To direct, negotiate and administer contracts covering IT/Business areas with emphasis in software, hardware, services, consulting, and related agreements
- To lead contract consultation and negotiations including contract reviews, analysis, negotiation and contract lifecycle management for related IT products and services
- To deliver structured and managed contract processes including determining needs, assisting in vendor selection, issuing and evaluating Technology RFP's, analyzing risk, negotiations and executing agreements through the life of the related contract
- To ensure contractual obligations from vendors are being met and continue to align to overall City goals
- To track, manage and oversee all IT vendor contracts
- To manage the vendor portfolio and maintain healthy vendor relationships
- To work with internal departments to solicit evaluations of each related IT vendor and determine if continuing relationships is in the best interest of the City, and to lead the contract renewal or cancellation process as appropriate
- Management of related budget funds
- To do related work as required

For Information Technology Security:

- To oversee and direct cybersecurity programs and cybersecurity efforts
- To oversee physical facility technology related security efforts. Including but not limited to surveillance equipment and access control devices
- To provide vision and leadership for developing and supporting security and cybersecurity initiatives
- To oversee all phases of information security incident response for the city should an event occur. Including: planning, establishing, and maintaining an information risk management program to ensure that information assets are adequately protected
- To oversee a variety of IT-related risk management activities including system/service audits, policy development and standards development
- To participate as a member of the administrative management staff to develop long term strategies and organizational governance, and to creatively and

independently provide resolution to security problems in a cost-effective manner

- To coordinate with the Public Information Officer and Human Resources Director to ensure security and privacy policies are met
- To oversee and plan for the design and implementation of disaster recovery and business continuity procedures, audits, and enhancements
- To continuously review, develop, implement, and maintain policies, procedures, and associated plans to reduce risk in the information security posture
- To oversee and be the champion of security awareness and training within the organization
- Works closely with the City Manager, Assistant City Manager, legal counsel, law enforcement, and other leaders to understand related business requirements, security goals and strategies in order to meet and maintain regulatory compliance
- To recommend and implement changes in security policies and practices in accordance with changes in applicable statutes, laws and regulations
- To stay informed on trends and issues in the security industry, including current and emerging technologies and prices, and to advise, counsel, and educate administrative management teams on the impact of these trends
- Management of related budget funds
- To do related work as required

Required Qualifications for Appointment

KNOWLEDGE, SKILLS AND CAPACITIES:

- A thorough knowledge of the principles, practices, and procedures involved in one or more of the specialty areas listed above
- The ability to apply such knowledge in the overall planning, organization, direction, coordination, and administration of associated management and support duties
- Knowledge of the organization and functions of government including the ability to establish and maintain effective work relations with all officials
- Demonstrated ability as a good leader with strong project management skills in creating and managing project plans, including budgeting and resource allocation
- The ability to develop and foster high-quality relationships with all levels of the organization
- The ability to identify and prioritize projects and requests
- Strong negotiating skills with the ability to communicate complex ideas both verbally and in writing
- Strong self-motivation, direction, and service orientation
- The ability to present ideas in a business-friendly and user-friendly language

- The ability to lead complex projects to fruition through creation and implementation of organizational business/technology roadmaps
- The ability to motivate in a team-oriented, collaborative environment
- The ability to apply IT skills in solving business problems and the ability to provide detailed, decisive and goal-oriented interventions required to meet and exceed objectives
- The ability to plan, supervise, direct, and review the work of an internal staff or vendor provided service team
- Any additional preferred capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: A Bachelor's degree with specialization in Computer Science, Information Technology, Engineering, Business Administration or a closely related field.

Experience: Substantial employment in a responsible capacity including at least ten (10) years of demonstrable experience in the IT functional area assigned to the position.

Or: ANY combination of education and experience that shall be substantially equivalent to the above education and experience.

PHYSICAL REQUIREMENTS:

- Must be able to physically perform the basic life operational functions of reaching, standing, fingering, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 25 pounds of force frequently, and/or a negligible amount of force constantly to lift objects.
- Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, and do extensive reading.

SPECIAL REQUIREMENTS

- Ability to obtain the UNC SOG Certified Government Chief Information Officers Certification