

## **CHIEF INFORMATION TECHNOLOGY OFFICER**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position functions in a key executive management role, reporting directly to the Mayor of the City of Albany, providing leadership in the strategic planning, development, acquisition, implementation, and operational initiatives in all areas of information and communication technologies in a constantly changing environment. The work is performed under the general direction of the Mayor with broad latitude given for the exercise of independent professional and technical judgment. The incumbent sets overall City policy to meet overall organizational goals; sets priorities for systems development and coordinating departmental user needs in an integrated approach to maximize the efficient, effective and economical application of technological and staffing resources, and contain costs. The Chief Information Technology Officer oversees the purchasing or contracting of all hardware, software and peripheral equipment; develops, negotiates and monitors all contracts for related services. Administrative supervision is exercised over all systems information staff. Does related work as required.

### **TYPICAL WORK ACTIVITS: (Illustrative Only)**

- Serves as chief technology advisor to the Mayor, as well as Department Heads and managers on information and communication technology;
- Provides leadership to City Departments on alignment of technology with City initiatives, policy, and strategic objectives. Directs and manages interdepartmental technology governance, planning and coordination activities to accomplish specific City-wide objectives;
- Develops and implements organizational policies and procedures regarding appropriate usage of technology within the organization;
- Initiates and develops internal and external partnerships to leverage City technology investments;
- Directs the strategic planning, development and management of new automated information and communication systems and technology, as well as enhancements to existing automated systems in the City of Albany;
- Sets City-wide information systems management policy, and identifies and prioritizes automation needs, City-wide and by department users to insure conformance with organizational objectives in order to comply with reporting and legal requirements;
- Drafts and reviews the City and departmental information systems portion of the annual budget;
- Creates an organizational structure for the delivery of IT services City-wide including network, systems, hardware and software support positions;
- Establishes IT departmental goals, objectives, and operating procedures as well as personnel allocations, recruitment, development and retention;
- Drafts, negotiates and reviews complex proposals and contracts for purchase of IT products and services;

- Develops and presents funding strategies to support technological investments as viable solutions to identified automation needs, and explores the most economical way for acquiring technological services, either by purchase, lease, or contracting;
- Prepares, maintains and presents a variety of written records, including status reports and development plans;
- Manages the City's investments in existing information and communication equipment;
- Reviews efficiency, cost, devaluation, and evaluates vendor performance, making recommendations for change in order to meet operational needs;
- Researches, analyzes and communicates new concepts, ideas and techniques in information systems and data processing;
- Coordinates the implementation of automated systems including but not limited to the acquisition of hardware and peripheral equipment and the assignment of technical staff to user departments which most effectively utilize available resources;
- Directs and coordinates the day-to-day operations of the Computer Services Department

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of state of the art information and communication technology and concepts, including enterprise wide networking, distributed systems, relational database technology, open systems, local/wide area networking, personal computing applications, desktop computing, and telecommunications;
- Thorough knowledge of organizational management, public and business administration, and budgeting;
- Thorough knowledge of the principles and methods of project management and contract management;
- Thorough knowledge of sound financial and business practices as it relates to equipment and service acquisition, budgeting, funding, billing, and cost containment;
- Thorough knowledge of how to develop partnership agreements;
- Excellent interpersonal, oral and written communication skills
- Ability to develop partnership agreements;
- Ability to negotiate with vendors, contractors, and others;
- Ability to work effectively with elected officials, executive, management, administrative and technical staff;
- Ability to supervise the work of subordinate personnel;
- Ability to establish and maintain effective working relationships with others;
- Ability to plan, organize and supervise the work of a diverse and highly technical staff to meet organization-wide and departmental user needs for a wide variety of information and telecommunication needs;
- Ability to effectively communicate technical information in an easily understood manner;
- Ability to present ideas clearly and concisely, both orally and in writing;
- Strong leadership skills;
- Sound judgment; innovative; flexible; resourceful; initiative; tact;

- Physical condition commensurate with the requirements of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelors Degree\* (or higher) and either:
- (a) seven (7) years of recent, executive level information systems management experience providing a wide variety of technical support to a large organizational structure, and/or consulting at a senior level to a large organizational structure; **OR**
  - (b) satisfactory completion of 30 credits toward a post graduate degree in business or public administration, computer science, information systems or other closely related field may be substituted for each year of the above stated experience
- B. An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

**SPECIAL REQUIREMENTS:**

This position may require an incumbent to work flexible hours including weekends.