CITY OF SANTA CRUZ
CHIEF TECHNOLOGY OFFICER

Reports To: Administrative Services Director
Supervises: Information Technology Managers, Information Technology Coordinators
Bargaining Unit: Mid-Management Association

BASIC FUNCTION:

Under administrative direction and exercising independent judgment, acts as the chief operating officer for the City's information technology function. Develops plans and sets goals and objectives to achieve City and departmental missions and optimize the delivery of information technology services. Participates as a member of the department's management team in policy development, administrative planning, coordination of work, and addressing departmental issues and is responsible for implementing management team initiatives within the information technology function. Provides senior management level assistance to the Administrative Services Director; provides leadership and supervision of information technology functions including, but not limited to: network management and administration; data base and systems management and administration; customer service and user support; project management and training coordination; and GIS coordination. May act as the Administrative Services Director in his/her absence.

DISTINGUISHING CHARACTERISTICS:

The **Chief Technology Officer** is a senior management level classification responsible for the supervision and management of the City's information technology function. This classification is distinguished from the next lower classification of IT Manager (Network, Operations/Customer Service and Systems/Database) in that the latter has responsibility as a division head in the administration of one or more IT services. This classification is distinguished from the next higher classification of Administrative Services Director in that the latter has overall responsibility for the human resources and information technology functions of the City.

TYPICAL DUTIES *(may include but are not limited to those duties listed below):*

- Manages the day-to-day performance and delivery of information technology related activities and services which may include, but are not limited to, network management and administration; data base and systems management and administration; customer service and user support; project management and training coordination; and GIS coordination.
- Provides direct administrative and analytical support to the Director; coordinates activities with other City officials, departments, outside agencies and organizations; serves as a technical resource for the City Council, City Manager, City managers and staff.
- Evaluates staffing arrangements, staffing levels, and work assignments for the information technology function. Creates a strategic, effective, and productive work environment through the efficient use of information technology resources and personnel.
- Enhances service levels and responsiveness to users through effective communications, collaborative work relationships, and a stable and reliable computing environment.
- Prepares, manages, and monitors the information technology function budget; estimates costs and fiscal impacts of new technology and applications.

- Works closely with Administrative Services Director, City Manager, City executive team, department management team, other public agencies, employee groups and their representatives, and the general public to establish goals and policies consistent with the City's and department's goals, initiatives, and service levels.
- Plans, establishes, and maintains systems and business controls to support effective, efficient, and continuously improving city-wide information technology systems and services.
- Plans, organizes, directs, and gives overall policy guidance and review to the continuing work and special projects of the information technology function; makes determinations and decisions in significant issues to promote city-wide compatibility of systems and processes.
- Directs the implementation of the City's information technology master plan and maintains productive relationships, working collaboratively to resolve internal and external user issues and concerns.
- Manages and schedules work projects and planned completion dates.
- Designs and develops requirements for systems and applications; confers with users concerning application technologies and systems to meet City business objectives; performs and/or directs systems design work, operations and maintenance, program development, integrations testing, deployment, training, and documentation.
- Establishes controls on data and technology use policies; analyzes procedures and recommends improvements.
- Selects, supervises, and evaluates the work of consultants and integrates consultant's work into the City's information technology function; writes bid specifications for new equipment; reviews bids and makes decisions and recommendations.
- Plans and coordinates major research or administrative projects.
- Serves as a technical resource and provides staff assistance and counsel to the City Council and all City staff; acts as a liaison to committees and commissions; coordinates pertinent information, resources and work teams necessary to accomplish goals; drafts proposed resolutions and ordinances; prepares correspondence, reports and recommendations for the City Council.
- Oversees the maintenance of information technology records and files.
- Responds to questions and concerns from the general public; provides information appropriately; responds to and resolves sensitive and complex community and organizational inquiries, issues and complaints; establishes and maintains a customer service orientation within the department; may initiate and/or conduct investigations relative to complaints of misconduct.
- Coordinates, develops and conducts training programs for assigned staff.
- Attends and participates in professional and community meetings; stays current on issues relative to information technology.
- May perform other duties as assigned.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS*:*

Thorough Knowledge of:

- Management principles and practices, including budgeting and supervision, personnel administration, performance management, training, development, and motivation.
- Administrative principles and methods including: goal setting; program and budget development, implementation, control, and continuous improvement; and project management.
- Principles and practices of public administration, management, and organizational theories.
- Principles and practices of leadership, team building and conflict resolution.

Working knowledge of:

- Principles and practices of delivery of information technology services including network management, e-mail administration, desktop support, application support, server maintenance and operation, web site development and support, and vendor management.
- Principles and practices of e-government and information technology trends including network systems, database administration, operating systems, software, hardware, and telecommunication systems.
- Principles and practices of web-based technology and services.
- Principles and practices of troubleshooting techniques used in resolving information technology problems.
- Principles and practices of technology security.
- Applicable federal, state and local laws codes and regulations, including public sector information accessibility laws, regulations, and concepts.
- Principles of City budgeting and administrative procedures.
- Principles, practices, and techniques of continuous improvement.

Abilities:

- Effectively manage assigned programs and functions.
- Plan, organize, manage, direct and evaluate the work of assigned staff.
- Supervise and participate in the establishment of department and city-wide goals, objectives and methods for evaluating achievement and performance levels.
- Implement, explain and apply applicable laws, codes and regulations.
- Identify, research, and compile appropriate data and information.

- Accurately analyze, interpret and evaluate complex administrative and technical issues and data and make appropriate recommendations for action.
- Make adjustments to standard operating procedures to improve effectiveness and comply with regulatory changes as appropriate.
- Act as a mediator in resolving employee relations problems.
- Facilitate group participation and consensus building.
- Communicate clearly and concisely, both orally and in writing; prepare clear and concise written reports and correspondence; make oral presentations to clearly convey information and concepts.
- Work independently and as a part of a team.
- Establish and maintain effective working relationships.
- Ensure safe work practices.

EDUCATION AND/OR EXPERIENCE:
Any combination of education and experience that provides the above knowledge and abilities is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- Bachelor's degree in information systems, management, business or public administration or closely related field and
- Four years of increasingly responsible experience in information technology which includes experience at the management level.

LICENSE/CERTIFICATES:

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS:

- Possession of, or ability to obtain, both a Certified Systems Engineer (CSE) and Data Base Administrator (DBA) from Microsoft.

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Career Ladder
Administrative Services Director
Chief Technology Officer
IT Manager (Network, DBA/Systems, Operations/Customer Service)
IT Project Management -Training Coordinator/Telecommunications Manager/GIS Coordinator
Network Administrator
Programmer Analyst II
IT Specialist III
IT Specialist II