

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Information Technology Director/Chief Information Officer	<b>Job Family:</b>
<b>General Classification:</b> Management	<b>Job Grade:</b>

**Definition:** To develop and manage the effective operation of City-wide information technology systems and ensure that City technology strategies and services support the ongoing needs of the organization and community.

**Distinguishing Characteristics:** This executive position serves as a department head and exercises direct supervision over assigned employees and projects. This is an at-will position that reports to the City Manager.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Plans, organizes, administers, and directs the activities of a comprehensive municipal Information Technology Department, including City-wide business applications; network systems; equipment hardware; telephony, video, and data telecommunication systems; Internet and Intranet systems; data system security; and desktop users support.
2. Enhances organizational effectiveness and efficiency by defining, delivering, and supporting appropriate and cost-effective information technologies.
3. Positions the City to effectively respond to the rapidly changing technological environment by providing leadership to integrate and align technology with operating objectives, City initiatives, and policy; makes necessary recommendations through oral and written reports.
4. Leads interdepartmental technology efforts and supports the City Council Technology Committee.
5. Plans and coordinates activities to establish and accomplish specific City-wide and departmental objectives.
6. Reviews, evaluates, recommends, and implements information technology strategies by identifying problems; defining organization outcomes; evaluating trends; and anticipating requirements.
7. Collaborates with staff throughout the City to understand their business processes, challenges, and needs, and to identify technology which can aid them in achieving their mission.

8. Directs the development and implementation of policies, procedures, and programs that support progressive and cost-effective use of technology in the organization.
9. Develops and manages the departmental operating and capital budgets related to IT; assists in developing users operating and capital budgets related to IT; reviews and approves IT spending; and understands the cost elements related to the delivery of technology projects, products, and systems.
10. Develops and presents funding strategies to support technology investments.
11. Negotiates and reviews complex proposals and contracts for purchase of IT products and services. Develops partnership agreements.
12. Initiates and develops internal and external partnerships to leverage City technology investments.
13. Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
14. Manages, trains, and evaluates management, professional, and clerical staff.
15. Establishes and maintains a working environment conducive to innovation, creativity, teamwork, collaboration, and results.
16. Works independently and makes sound decisions; establishes and maintains effective working relationships with public officials, staff, operating department personnel, and others contacted in the course of work.
17. Serves on various City-wide committees.
18. Prepares for, directs, and participates in staff presentations at Council meetings.
19. Performs other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Organizational leadership and staff supervision and development; principles and practices of information technology development and administration; current and emerging trends in the use of technology; principles, practices, and techniques of program and systems analysis, planning, development, administration, and evaluation; project planning, management, and implementation techniques; principles and techniques of programming, including the analytical and procedural steps to be followed in the development,

modification, implementation, and testing of business systems applications; hardware and software procurement, integration, and acquisition; contract negotiation, maintenance, and oversight; vendor management and bid processes.

Ability to: Effectively and efficiently plan, organize, and manage all department activities; work with City leadership and operating departments to ensure the strategic use of technology in the organization; communicate technical concepts to technical and nontechnical audiences; provide leadership and management of the department and enable staff to work effectively in a team environment; set department, division, and project-level goals and objectives; supervise, motivate, coach, and evaluate assigned staff; facilitate teams and lead decision-making processes in a collaborative environment; plan, organize, and direct the work of professional, technical, and support staff; interpret political and administrative direction and incorporate into operational policy and procedures; communicate clearly and concisely, both orally and in writing; manage multiple concurrent projects; develop, prepare, and administer departmental and capital budgets; effectively manage vendor relationships; ensure the department provides high-quality service to internal clients; learn new technologies; establish and maintain effective working relationships with those contacted in the course of work; exercise initiative, ingenuity, and sound judgment in solving difficult administrative, technical, and personnel issues.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Bachelor's degree from an accredited college or university is required, preferably in computer science, information technology, business management, information systems, or a related field, and five years of increasingly responsible experience in information systems, computer systems and analysis, strategic planning and project management, and administering technical services, with at least three years of experience in a management capacity involving direct supervision of technical staff. Completion of a master's degree in computer science, information technology, business, or public management is highly desirable. Certifications in Change Management, Project Management, and/or IT Infrastructure Library are desirable.

**Required Licenses or Certificates:** Possession of or ability to obtain a valid Class C California driver's license.

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**Working Conditions:** This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

Established August 2013

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