| Job Class Code:  1399 | FLSA Status:  Exempt |
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| Pay Code:  2 | EEO Category:  1 |

## GENERAL DESCRIPTION

The purpose of the class is to supervise staff and serve as the second-in-command and the chief operating officer of the Information Technology (IT) department.  The class is responsible for the design, development, release and maintenance of technology systems and services for all enterprise business functions.  The class is also responsible for leading the program to develop, maintain and leverage the enterprise architecture (EA) across the organization to include defining EA processes and leading the integration of these processes with other related business and IT processes, promoting the EA process, assessing and communicating the achievement and impact of the EA as well as leading the development and execution of an EA communication and education plan.  The class plans, organizes, and implements programs within major organizational policies and reports progress of major activities to executive level administrators through reports and conferences.  In the absence of the Chief Information Officer (CIO), this position will serve in the full capacity of the CIO.

## TYPICAL TASKS

- Partners with the CIO in providing technology vision and direction for the enterprise.

- Oversees the development of enterprise technology standards, governance processes, and performance metrics to ensure IT delivers value to the enterprise.

- Works with the CIO and business leadership team, providing in-depth technical expertise in support of enterprise-wide business decisions.

- Supervises staff including recommending staffing standards, organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

- Drives development of the technology architecture, infrastructure planning, engineering, and deployment, including planning, implementing, directing, and monitors the integration of new technologies.

- Provides leadership in planning and managing IT product and service development.

- Oversees the effective delivery of computer operations and production support, system and database administration, network operations, PC/desktop support, and customer service.

- Implements IT continuous improvement programs within enterprise guidelines.

- Identifies and implements best practices for optimizing infrastructure and operation costs, improving system performance and ensuring service-level requirements are met.

- Stays current with developments in new technologies and platforms.

- Manages IT resource requirements to ensure an appropriate balance between tactical and strategic demands.

- Directs teams of technical, professional and management staff in the successful fulfillment of IT service delivery commitments.

- Facilitates communications across IT groups as well as user and customer communities.

- Leads IT asset management team to ensure that assets achieve their full lifetime cycle value.

- Develops and manages strategic vendor and partnership relationships.

- Formulates IT policies, procedures, and performance management processes and measures.

- Oversees administrative matters such as human resources, budgets, expenditures, special studies, routine or special reports, professional or technical training, and other administrative duties.

- Directs the preparation, review and consolidation of IT business plans, budgets and forecasts.

- Regularly reviews IT cost and cost structures for IT services and products.

- Directs risk evaluation and compliance management processes.

- May oversee high-impact, enterprise-wide, strategic programs or initiatives.

- Performs other related duties as assigned.

| GENERAL STANDARDS | |
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| **Data Involvement** | Plans or directs others in the sequence of major activities and reports on operations and activities which are very broad in scope. |
| **Interpersonal/People Involvement** | Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions. |
| **Reasoning Requirements** | Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data, and solve abstract problems with widespread unit or organizational impact. |
| **Mathematical Requirements** | Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes. |
| **Language Requirements** | Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes manuals and complex reports. |
| **Mental Requirements** | Performs professional level work requiring the application of scientific, engineering, legal, or managerial methods in the solution of technical, administrative, or legal problems. |
| **Decisions/Supervisory Control** | Makes decisions as almost the entire focus of the job, affecting most segments of the organization and the general public; recommends or establishes goals and policies. |

| KNOWLEDGE, SKILLS, AND ABILITIES | |
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| **Knowledge** | Knowledge of and experience with management (theory and practice). Knowledge of all components of a holistic EA. Knowledge of business re-engineering principles and processes. Basic knowledge of financial analysis and models as well as basic graphical modeling approaches. |
| **Skills** | Exceptional interpersonal skills, including teamwork, facilitation, and negotiation. Excellent written and verbal communication skills. Strong leadership skills. Excellent analytical, planning, and organizational skills. |
| **Abilities** | Ability to balance the long-term (or "big picture") and short–term implications of individual decisions. Ability to translate business needs into EA requirements. Ability to estimate the financial impact of EA alternatives. Ability to apply multiple solutions to business problems. Ability to rapidly comprehend the functions and capabilities of new trends and technologies. Ability to understand and navigate the political climate of an enterprise. Ability to remain neutral toward technology, vendor, and product choices, with a focus on results rather than personal preferences. |

| EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS | |
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| **Vocational/Educational Requirement** | Requires a bachelor's degree in public administration, computer information technology, business management, or a closely related field. |
| **Experience** | In addition to satisfying the vocational/educational standard, this class requires a minimum of six years of related, full-time equivalent experience in at least three IT disciplines (technical architecture, solution architecture, network management, application development, middleware design, information analysis, database management or operations management). Previous experience as an Assistant Director, Chief Technology Officer, Enterprise Architect, or IT Manager is preferred. |
| **Special Certifications and Licenses** | Requires a valid driver's license and a driving record that is in compliance with City Driving Standards. Preferred certifications include Microsoft Certified Solution Developer (MCSD), PMI's Project Management Professional, Certified Chief Information Officer or Certified Information Systems Security Professional. |

| AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS |
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| The City of Chesapeake is an Equal Opportunity Employer.  ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities.  Prospective and current employees are invited to discuss accommodations. |

| *This is a class specification and not an individualized position description.  A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.* |
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*Updated 04/15*