



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

IT Chief Information Officer

Department: Information Technology Reports to: Mayor Pay Grade: H18
Date Established: 03/2014 Date Revised: 2/2019 FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Chief Information Officer manages the functions and employees of the Information Technology Department to ensure the efficient and secure operation of the City's computer, information technology and voice/telephony systems. The City has numerous off-site locations and various information technology, information management, and communications requirements. The position maintains current knowledge of changing technology including data management, cloud computing, social media utilization, web design/management, program/project management, and analytic work. The job supervises all employees in the Department and reports to the Mayor. This position may be appointed by the Mayor and confirmed by Council.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, City employees, internal and external organizations, and the general public.

The work environment is a Department office environment. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Directs and supervises operations and IT engineering staff in planning, development and implementation of technology and telecommunications systems. Plans, organizes, manages, leads and directs the overall operations of the Information Technology Department including, but not limited to, networks, servers, IBM I-series mainframe, workstations/personal computers, hardware and software utilized throughout the City, mobile computing systems to include tablets and smart phones, telephone infrastructure (VoIP PBX), fire alarm systems, security systems, data transmission networks, and telecommunication systems.

Develops and recommends technology goals and objectives and administers technology policies/procedures in accordance with the City's mission and strategic plan. Ensures the Department employees meet established goals and objectives. Keeps current with trends and reviews and evaluates existing and proposed legislation applicable to the Department.

Works with department directors and managers to evaluate current and anticipated information technology requirements and examines the feasibility of alternative approaches. Recommends approaches and plans that will maximize return on City technology investments.

Oversees procurement actions for information technology hardware, software and data communications systems. Participates in negotiations on communications infrastructure facilities, hardware, and software with contractors, consultants, vendors and other agencies. Develops and approves contract documents and service agreements with concurrence of the Mayor. Responsible for IT asset management. Maintains all service and other contracts for the Department; works with vendors to keep information technology and related equipment under appropriate contracts; keeps current on contract conditions.

Oversees preparation of the Department budget. Administers, directs, and participates in development of the Department operating and capital projects budget.

Monitors age and performance of current equipment to budget for repairs and replacement; performs updates on both system software and vendor software.

Researches, learns, and maintains proficiency in cyber/computer/information technology. Performs systems administration, database management, and system security duties.

Functions as project manager on major new projects.

Assists City employees with information technology systems. Answers questions, provides information and technical support, and troubleshoots and resolves employee hardware and software user problems.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Operation of the City computer and information technology systems;
- Operational and information technology requirements of individual City departments;
- Employee supervision, training, and evaluation methods and techniques;
- Municipal budget management and implementation methods, techniques, and objectives;
- Methods and techniques of installing, maintaining, and upgrading the City's information technology systems;
- Methods and techniques of installing new computers, related hardware, and software;
- Methods and techniques of performing scheduled system upgrades;
- Methods and techniques of troubleshooting and performing repairs on equipment;
- Methods and techniques of maintaining cybersecurity, including virus and malware protection as well as user cybersecurity awareness training;
- Operation of standard office equipment;
- Customer service methods, techniques, and objectives;
- Federal (OSHA) regulations and City policies regarding safe work practices;
- Operation of a personal computer/mainframe workstation and job-related software applications.

Skill and Ability to:

- Direct the operations and employees of the Information Technology Department to ensure the safe and secure operation of the City's computers, networks, data, hardware, software, support system, and voice/telephony systems;
- Hire, train, supervise, evaluate, and discipline employees, including terminations;
- Prepare and implement an annual Department budget; monitoring spending to ensure budget compliance;
- Prepare and present reports and complex information in an easily understood manner;
- Determine technology requirements of departments and individuals and resolve them;
- Install, maintain, and upgrade the City's networks and computers, including desktops, laptops, and tablets;
- Install new computers, related hardware, and software;
- Perform scheduled system upgrades;
- Maintain system cybersecurity, virus, and malware protections;
- Assist City employees with computer and information technology;
- Maintain records, logs, and documents of installations, upgrades, repairs, and system operations;
- Provide efficient customer service;
- Operate basic office equipment;

- Operate a personal computer/mainframe workstation and job-related software and applications;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- Bachelor's Degree in computer science/information technology is required;
- Master's Degree in Public Administration is preferred;
- Five (5) years of computer administration experience and five (5) or more years of management experience is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.