



Innovation and Technology (IT) Officer

SUMMARY

Under administrative direction, plans, organizes, and directs the activities and operations of the Town's Department of Innovation and Technology (IT) and the information technology and GIS operations for all Town departments; provides expert professional assistance and guidance to Town management staff and the Town Council on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems; coordinates with other Town departments, divisions, outside agencies, and the general public; manages the effective use of technology and information systems to improve organizational productivity, customer service, and public access to Town information; oversees the selection, development, implementation and maintenance of the Town's technology systems and business applications; provides supervision of staff and administration of technology-related contract agreements; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Town Manager. Exercises direction and supervision over professional, technical, and clerical staff.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Provide overall management and definition of the Town's IT operations and direction of the Town's technology and information systems and services including computer operations, technical support, systems analysis, programming, database management, geographic information systems, network and telecommunication systems, technology training and other related technologies.
- Oversee the information and data integrity of the Town and its related agency's information technology functions.
- Review all technology-based and manual systems for business process improvement and improved uses of technology including GIS, mobile devices, and other innovative technologies.
- Review and evaluate information such as status reports and requests for services to determine compliance with Town and department policies, state and federal laws.
- Oversee and/or participate in project management for both new system implementations and enhancements to existing systems and services; mediate between departments and divisions regarding competing priorities or goals.
- Direct, oversee, and participate in the development of IT's Annual Work Plan.

- Develop and enforce the development and implementation of IT policies and procedures, and short and long-term objectives.
- Stay informed of technology standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to Town business services.
- Manage subordinate staff, set work priorities, create work schedules, conduct performance evaluations, reward and/or discipline employees.
- Direct, oversee, and participate in the selection and management of consultants and vendors working on information technology projects.
- Oversee the preparation and administration of the IT operation budget, including budgeting for requested technology and information systems for other Departments; oversees and reviews the purchase of all technology-related hardware, software, and solutions.
- Maintain confidentiality of work-related issues and Town information.
- Perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a mid-level management classification, serving as the Chief Information Officer that oversees, directs, and participates in activities within IT., including short- and long-range planning, development and administration. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of IT with those of other departments and agencies and managing and overseeing the functions of IT. The incumbent is accountable for developing Departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Bachelor's degree in Information Technology or a closely related field AND eight years professional information technology experience, including five years of supervisory or management experience; OR an equivalent combination of education, training, and experience.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Town policies and procedures.
- Principles and practices of public administration, work planning, budget administration, effective employee supervision, administrative management, and project management.
- Knowledge of current technology trends and capabilities as they relate to hardware and software solutions to meet the business needs and goals of the Town.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking and telecommunication environments.
- Geographic Information Systems management, development, administration and implementation, including the use of the Esri ArcGIS server, desktop, and online platform.

- Relational database management; principles of general business practices and processes with data systems and relational database systems.

Ability to:

- Perform complex computer, network, telecommunication, and geographic information system operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Implement comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Research, develop, and recommend cost-effective technical system improvements.
- Adequately prepare and maintain records, reports, documentation and system procedures.
- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Establishing and maintaining cooperative working relationships with Town Manager, department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, and the general public.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*