



## Director of Innovation and Technology

### SUMMARY

The Director of Innovation and Technology is an appointed position by the Town Manager and serves as the Chief Information Officer for the Town of Apple Valley. Under administrative direction the Director, plans, organizes, and provides administrative direction and oversight for all activities and operations of the Town's Innovation and Technology Department, and the technology and GIS activities and operations for the Town and 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 investments, 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, including contracted technology services used to conduct Town business.

### SUPERVISION RECEIVED AND EXERCISED

Receives all administrative direction and supervision from the Town Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises direction and supervision over management, supervisory, professional, technical, and clerical staff through subordinate levels of supervision.

**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:*

- Serve as the Chief Information Officer for the Town of Apple Valley.
- Provide overall management, definition and prioritization 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, business applications, geographic information systems, network and telecommunication systems, technology training and other related technologies.
- Coordinate townwide acquisition of software and hardware, including reviewing department requests and making recommendations on alternative options; provide oversight and guidance for contracted services utilizing related technologies and information systems to conduct Town business.
- 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; mediate between the Town and related contract services dealing with technology or information systems used to conduct Town business.

- 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.
- Develop, plan and implement departmental policies and procedures, mission, goals, short- and long-term objectives and work plan in conjunction with and in addition to the Town's goals and 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, including other Town department projects with a technology or GIS component.
- 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 department head classification that oversees, directs, and participates in all activities of the Innovation and Technology Department, including short- and long-range planning and development and administration. This class provides assistance and guidance to the Town Manager in a variety of administrative, coordinative, analytical, and liaison capacities. 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 the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing 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:*

Any combination of education, experience, or professional certifications that provide the knowledge, skills, and abilities necessary for a Chief Information Officer. A typical way of obtaining the required qualifications is to possess the equivalent to graduation from an accredited four-year college or university with a Bachelor's degree in Information Technology, Computer Science, Business or Public Administration, or closely related field, and at least eight (8) years of

progressively responsible experience in information technology management, with five (5) years of supervisory or management experience.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Designation as a Certified Government Chief Information Officer (CGCIO) is desirable.

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary, contract administration, town-wide administrative practices; and general principles of management related to the functions of the assigned area.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, and regulations concerning the operation of an information technology department.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Methods and techniques for writing and presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Proper English usage, grammar, spelling, vocabulary, and punctuation.
- 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 Cisco or related networking and telecommunication environments.
- Principles and practices of business software application management, development, administration and implementation; familiarity with Tyler Technologies EERP.
- Principles and practices of Geographic Information Systems (GIS) management, development, administration and implementation; familiarity with Esri ArcGIS solutions.
- Relational database management; principles of general business practices and processes with data systems and relational database systems.

### **Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership, direction, and guidance for the department and the Town.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical and clerical personnel; delegate authority and responsibility.
- Perform complex computer, network, telecommunication, and geographic information system operations, monitoring, installation and configuration, repair and maintenance, and troubleshooting work involving the use of independent judgment and personal initiative.
- 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.
- Use English effectively to communicate in person, over the telephone, 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. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. 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.*