

CITY OF CHATTANOOGA

Classification Specification Title: Chief Information Technology Officer

Department: Technology Services

Pay Grade: GS.24

Supervision Received From: Chief Operating Officer

FLSA Status: Exempt

Supervisory Responsibility For: Dep. Chief Info Tech Officer, Dir. IT Infrastructure

Established: 9/13/13

Revision Dates: 10/18/24;

8/27/24; 10/20/23; 1/01/22

CLASSIFICATION SUMMARY:

The Chief Information Technology Officer will provide technology and platform systems leadership to enable and support the Mayor's vision of leveraging state-of-the-art technologies to advance City departments' delivery of services to the community. The Chief Information Technology Officer is responsible for creating and implementing integrated strategies to ensure the successful and secure operation of all technology systems, maintaining and growing key relationships with internal and external partners, and balancing strategic leadership with the delivery of daily and ongoing information technology services. The Chief Information Technology Officer will also play a significant role in executing the City's open government policy to make data and information accessible to all citizens.

SERIES LEVEL:

The Chief Information Technology Officer is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Leads and manages the procurement, installation and maintenance of all computer hardware and software, other products and supplies necessary to keep computer systems operable, and to fulfill requests for computer support.

Act as a liaison between hardware and software suppliers and Department Administrators.

Creates, maintains, and enforces written policies and procedures regarding all computer operations in the Department and throughout City government. Implements and maintains open data principles to ensure that citizens participate more fully in local government.

Aggregates and reviews data to determine productivity, quality of output and cost of service to taxpayers. Develops methods for continuous improvement.

Oversees the maintenance of security of all data proprietary to City government, and provides for complete backup of all computer systems in case of system failure.

Conducts review for technology investments and oversees the entire technology portfolio for City government. Uses City government's purchasing power across the entire organization to drive down costs and improve service.

Provides leadership and direction in the development of short and long-range plans; gathers, interprets, and prepares data for studies, reports and recommendations; and coordinates activities with other departments and agencies as needed.

Develops and oversees the organizational structure, the budget, and staffing of the Department of Information Technology, in coordination with the Chief of Staff.

Advises the Chief of Staff, the Mayor and City Council on all technology-related matters.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree and seven (7)+ years of experience in roles of growing scope, responsibility, and demonstrable results in the technology sector or a related field, to include two (2) years of experience serving in an information technology management role; or any combination of equivalent experience and education;

Advanced degree in computer science, information technology and information systems, business administration, or a related field may be substituted on a year-for-year basis up to two (2) years of the required seven (7) years of experience as described above;

All employees must maintain Tennessee residency from the date of hire.

LICENSING AND CERTIFICATIONS:

A valid Tennessee Driver's License

KNOWLEDGE AND SKILLS:

Extensive knowledge of advanced information technology principles, practices, and concepts; municipal government structures and operations; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, standards, policies, and procedures; long-range systems planning; structured project methodologies and inventory management principles; contract maintenance principles; computer systems operations; and relational database concepts.

Skill in managing the full range of information technology programs; analyzing and planning enterprise-wide technology systems; using computers and related software applications; directing maintenance and purchasing processes; directing and managing complex and high profile

projects; developing strategic plans; Demonstrated ability to execute projects while balancing multiple and competing priorities on tight deadlines, all while providing continual attention to detail and quality; A passion for technology-centered solutions and desire to work with a mission-driven organization; Politically astute with a proven track record of working effectively in partnership with City departments, elected officials, local, regional, and state governments, outside agencies, residents, and other key stakeholders to achieve goals and objectives; Demonstrated ability to effectively lead and manage organizational cultural change and development, comprehensively leading and energizing a diverse team; Highly effective communicator with maturity who demonstrates cultural competence, active listening, and responsiveness to the community, residents, and staff; and Visionary and strategic thinker who can lead and provide guidance on complex technology trends and issues.

PHYSICAL DEMANDS:

Positions in this class typically require: talking, hearing, and seeing.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.