

Chief Technology Officer

FLSA Status: Exempt
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

GENERAL PURPOSE

Under general policy direction, plans, organizes and directs the activities of the Bureau of Technology Services which includes information technology programs, telecommunication services and data networking systems; plans, directs and integrates the delivery of City-wide information technology programs and services to support the achievement of enterprise-wide and service specific missions and strategies; collaboratively develops and implements a strategic plan that drives the development of a responsive, customer focused, innovative, streamlined and cost effective enterprise information technology operation that meets the diverse needs of the City; plans and directs the City's communications and networking function which provides public safety-grade and carrier-grade telecommunications and data networking systems to agencies and organizations in the region. The CTO also has oversight of the Integrated Regional Network Enterprise (IRNE) which is a licensed competitive local exchange carrier (C-LEC) and operates as a publicly owned telecommunications utility in the State of Oregon. The CTO also represents the City with other jurisdictions to ensure an effective regional communications infrastructure. Responsibilities are broad in scope, allow for a high degree of program and administrative discretion and are evaluated in terms of overall program and cost effectiveness. This position reports to the Chief Administrative Officer.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for strategically planning, managing, directing, integrating, and establishing standards for diverse information systems and technology programs and services, which meet the business needs of the City. The incumbent exercises regional leadership and serves as the City's spokesperson and advocate on technology issues both within and outside the City in formulating communication technology strategies and establishing a long-term communications direction for the City and its partner organizations. The incumbent collaborates and builds consensus among a wide variety of customers with differing business needs to achieve corporate technology goals and objectives. Responsibilities are broad in scope, require strategic thinking and planning, allow for a high degree of business and administrative discretion, and are evaluated in terms of overall operational and fiscal effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Bureau of Technology Services, including application development, desktop and LAN, corporate operations, communications, and

geographic information systems, subordinate managers and staff in developing and implementing a technology strategic plan that drives the development of a responsive, customer focused, cost effective, innovative and streamlined operation that is linked to a budget sufficient to meet the vision, mission and goals of the plan.

2. Plans, organizes, directs, mentors and evaluates the performance of managers; builds balanced teams of technical specialists, administrative support staff and customer relations staff capable of implementing the bureaus strategic plan; establishes a diverse workforce at all levels of the organization; provides leadership and works with managers to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations and are in accordance with City Charter, Code of Ethics, human resources administrative rules and labor contract agreements; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
3. Serves as the City's technology services expert on technology issues both within and outside the City. Works closely with the City's elected leadership, and bureau directors in establishing and carrying out the City's vision, mission and objectives for the bureau to achieve the City's Strategic Technology Plan; represents the City with other jurisdictions, in developing and implementing a strategic agenda for the development, installation and promulgation of the region's communications infrastructure.
4. Serves as an active member of the Office of Management and Finance senior management team. Provides consultation, guidance and assistance to the Chief Administrative Officer and team members on technology issues, as well as general approaches to management services and issues.
5. Provides technical expertise to evaluate changing technologies to improve services, contain costs, and meet long-term City business and operating strategies; monitors industry trends for new technology to determine its utility, consistency with established information technology standards, relevance for meeting City business and operational requirements and expected return on investment; recommends and implements long-range technology direction and strategies.
6. Directs the delivery of services to successfully align bureau operations with the goal of meeting both corporate and bureau specific service needs; provides and directs internal consulting services on information technology issues; works with bureau directors and managers to evaluate current and anticipated information systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements; recommends approaches and action plans that will produce maximum return on City technology investments.
7. Develops and implements a plan to clearly and consistently communicate with affected stakeholders (i.e., Council, bureau directors and staff, internal and external customers, and the public) in a responsive and focused manner.
8. Directs through subordinate managers, the business operations of the communications network function which includes licensed and state and federally regulated telecommunications utilities,

public safety/emergency communications systems, as well as data networks, telecommunications utilities and radio systems; manages the City's telecommunications fund; manages the City's partnership relationships for telecommunications throughout the region and state.

9. Participates in major negotiations on communications infrastructure facilities and software with contractors, consultants, vendors and other agencies; develops and approves contract documents with vendors and service providers; develops and approves service agreements between the City and outside agencies requiring IRNE or 800 MHz services, or other services required by bureaus.
10. Directs and coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans to address city and regional communication system needs; advises the City Council regarding communication infrastructure issues, programs and projects.
11. Directs the analysis of proposed legislation and regulation; participates in industry and governmental activities to influence legislation and regulatory change consistent with the City's interests and needs; represents the City with other industry and governmental agencies, professional organizations and elected officials.
12. Represents the bureau to the Commissioner-in-Charge and the City Council.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques for building and managing an information technology operation that meets the business needs of a multi-disciplined urban government.
2. Theory, principles, practices and techniques of organization design and development, and strategic planning as they apply to a complex regional communications network.
3. Principles and practices of public administration, including human resources development, supervising and managing a diverse work force, budgeting, public financing, financial planning and management.
4. Trends and directional developments in technology as they apply to formulating technological solutions to corporate enterprise objectives.
5. Principles and techniques of high-quality customer service, customer relationship management and internal consulting concepts and practices.
6. Principles and practices of developing and implementing a business communication plan that is clear, consistent, responsive and focused.

7. Applicable federal, state and local laws, regulations and court decisions; communications utility rate-making principles and practices.
8. Principles, practices, methods and techniques applicable to long-range and strategic technology planning.
9. Project management tools and techniques, including project cost accounting and project change management and control.
10. City operations, regional agencies and functions and associated information systems and telecommunication technology issues.

Ability to:

1. Plan, organize, integrate and manage a responsive, customer focused, innovative, streamlined and cost-effective information management operation that meets both corporate and bureau/customer business needs.
2. Build, direct, motivate, and retain a diverse workforce at all levels of the organization; build balanced teams of technical specialists, administrative support staff and customer relations staff capable of implementing the bureaus strategic plan.
3. Communicate clearly and consistently in a responsive and concise manner in writing and in meetings with all affected stakeholders to present proposals and recommendations, attract new and maintain existing customers/partners and to create regional alliances.
4. Serve as the City's expert on technology issues both within and outside the City system.
5. Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment, contain costs and improve operations and services. Analyze customer business and technology needs and issues, analyze alternatives, formulate conceptual frameworks and identify state-of-the-art and emerging technology to developing integrated, efficient and cost effective recommendations and solutions.
6. Plan, organize and direct the operations of a complex regional communications enterprise in a cost competitive manner.
7. Collaborate, build consensus and negotiate among a wide variety of customers with differing business needs to achieve corporate technology goals and objectives.
8. Exercise project management tools and techniques to ensure projects are completed on time and budget.

9. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
10. Represent the City effectively in meetings on a variety of technology issues; represent the City effectively in negotiations.
11. Exercise sound, expert independent judgment within general policy guidelines.
12. Establish and maintain effective working relationships with all levels of City management, other governmental officials, employees, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in management information systems, computer science, business administration, or a closely related field; and at least ten years of progressively responsible information systems experience, at least five of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 7/01/02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.
June 2009 - Change Job Class number from 7012 to 30000411, due to system change.