

Assistant Chief Technology Officer

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

GENERAL PURPOSE

Under general policy direction, plans, organizes and directs divisions within the Bureau of Technology Services (BTS) with the focus on BTS service delivery and customer satisfaction; assists the Chief Technology Officer (CTO) with integrating the delivery of City-wide information technology programs and services to support the achievement of enterprise-wide and service specific missions and strategies; contributes to the development and implementation of the BTS strategic plan. The Assistant CTO assumes full responsibility and acts as the City CTO as requested and in the CTO's absence.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for BTS service delivery and customer satisfaction. The incumbent manages several divisions of BTS, manages key elements of a customer service improvement business plan across BTS and assists the Chief Technology Officer in charting and implementing the Bureau's strategic plan. Responsibilities are broad in scope and require strategic thinking and planning, in addition to operational management.

Assistant Chief Technology Officer distinguished from other BTS senior managers by its focus on customer service across the entire bureau, by the broad strategic and operational support to the CTO and by serving in the CTO's stead as requested.

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 and integrates the work of the assigned staff; with staff, develops, implements and monitors annual work plans to achieve bureau mission, goals and performance measures; manages the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, manages and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Provides leadership and works 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; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Directs and manages the programs and activities of assigned BTS divisions, including customer service, deployment, incident management and administrative services; with subordinate managers, develops, implements and monitors work plans to achieve bureau service delivery and customer satisfaction goals and performance measures consistent with the City's quality and citizen service expectations.
5. Implements and monitors key elements of a customer service improvement business plan across BTS, focusing on areas with high levels of customer interactions including help desk, desktop support, procurement and PC deployment; works with the CTO, BTS managers and customer bureau managers to map current business practices; conducts and analyzes customer service surveys; analyzes alternatives and implements improved business practices to provide timely and comprehensive technology services, in accordance with best practices in IT Service Management; establishes service performance targets; collaborates with BTS management team and client bureaus to monitor and evaluate the efficiency and effectiveness of service delivery methods and processes.
6. Assists the Chief Technology Officer in working with the City's elected leadership to set and carry out the City's technology roadmap mission and objectives.
7. Works with CTO and BTS management team to develop, implement and administer comprehensive technology services, programs, policies, guidelines, procedures and practices across all City bureau and offices, consistent with the City Charter and Code provisions, state and federal legal requirements, sound professional principles and industry best practices; confers with City executives, managers and BTS staff to coordinate the implementation of programs, policies and practices.
8. Serves as CTO as requested; provides technology services expertise within and outside the City; represents the City with other jurisdictions in the development and installation of the region's communications infrastructure; provides consultation to the Chief Administrative Officer on technology issues, as well as general approaches to management services and issues; represents the bureau to the Commissioner-in-Charge and the City Council.
9. Contributes to the evaluation of 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.

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. Principles, practices and techniques of best practices in IT Service Management.
3. Principles and techniques of high-quality customer service, customer relationship management and internal consulting concepts and practices.
4. Theory, principles, practices and techniques of organization design and development, and strategic planning.
5. Principles and practices of public administration, including human resources development, supervising and managing a diverse work force, budgeting, public financing, financial planning and management.
6. Principles and techniques 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.
8. Principles, best practices, delivery methods and techniques applicable to long-range and strategic technology planning and IT services.
9. Trends and directional developments in technology as they apply to formulating technological solutions to corporate enterprise objectives.
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 delivery and operations 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 bureau's strategic plan.

3. Provide leadership in developing approaches that maximize return on investment, contain costs and improve IT operations and services. Analyze customer business and technology needs and issues, analyze alternatives, formulate conceptual frameworks and work with bureau programs to identify state-of-the-art and emerging technology to developing integrated, efficient and cost effective recommendations and solutions.
4. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility
5. Represent the City effectively in meetings on a variety of technology issues; represent the City effectively in negotiations.
6. Exercise sound, expert independent judgment within general policy guidelines.
7. 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 seven years of progressively responsible information systems experience, at least three 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: July 11, 2007

June 2009 - Change Job Class number from 7518 to 30000832, due to system change.