

MAJOR FUNCTION

This is responsible professional, administrative, and managerial work in support of the Director-Technology and Innovation. An employee in this class has responsibility for providing leadership and guidance in critical areas of technology administration, including budgeting, resource development and allocation, policy formation, technology evaluation, and service development, delivery, and deployment. Assist the Director-Technology and Innovation in managing business operations to improve cost-effectiveness, service quality, and IT operational effectiveness. Analyses technology trends and plans for the long-term direction of the IT organization. Acts on behalf of the Director as assigned by the Director or in the absence of the Director as the principal IT officer on executive decisions and executive-level committees. Considerable latitude, independent judgment, and initiative are exercised in carrying out the daily operations with efficiency and effectiveness. Administrative direction is received from the Director, which indicates results desired and reviews the work to determine the conformity of results with desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Supervises, directs, plans, and instructs staff within the Technology and Innovation Department. Assists the Director in the administration, implementation and direction of all Information Technology programs and policies for the City. Advises and assists the Director in the creation of a vision and the formulation of departmental policies, strategic plans, and programs that support business processes and innovation. Identify and analyze new technologies to support business innovation. Work with the leadership team to establish joint business/IT processes to deliver services supporting the City's strategic initiatives. Use a good understanding of data and analytics to develop a strategy to fully utilize existing information to create the maximum impact for business and citizens. Establish and operate a project portfolio management and budget management process that deploys, tracks, and adjusts program and project resources. Establish an ongoing communication program highlighting status, progress, staff contributions for periodic milestone achievements, to share updates on IT financial performance, and value delivered to the organization. Establish and maintain effective governance for IT controls. Partner with business units to establish ongoing organizational change management capabilities to support major innovation and transformation programs. Develops and coordinates strategic and operational plans for technology deployment across the organization.

Other Important Duties

Attends and participates in conferences and meetings of the Leadership Team, the City Commission, and others other professional organizations. Plans and coordinates work activities and programs of the units with other City programs and projects. Ensures compliance with the City's Fair Employment Practices Plan, equal employment opportunity requirements, and related federal and state laws. Conducts staff meetings and user training programs. Hires, transfer, promotes, resolves grievances and discharges employees. Conducts performance evaluation and approves or denies merit increase. Participate on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence. Investigates and adjusts personnel problems that may arise from time to time. Seeks out and provides opportunity for staff development through training. Perform related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of modem techniques, methods, procedures, principles, and practices of all phases of technology services. Thorough knowledge of personnel, finance, general office and

business administration, and the ability to apply them. Thorough knowledge of the use and care of all types of electronic computer systems, computer networks, applications development, data, voice, and video systems. Technical and/or functional knowledge of a variety of technical applications, including but not limited to, enterprise level applications for handling financial or customer information, relational databases, asset management applications, work management systems, application servers, and/or utility modeling applications. Considerable knowledge of the principles of supervision, training and performance evaluation. Ability to plan, direct, supervise, coordinate, organize, and inspect information systems services programs, and activities. Ability to prepare written technical reports, estimates, and cost records. Ability to plan, assign, instruct, review, and evaluate work assignments of technical and professional personnel. Ability to address civic organizations or other public or private groups on subjects relative to data service programs and projects. Ability to establish and maintain effective working relationships. Ability to prepare, develop, and present technology plans and programs. Possesses management style and values which are consistent with the City's values and goals. Demonstrates interpersonal facilitation and communication skills.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, computer science, management information systems, or a related field and ten years of administrative and managerial experience that includes implementing business solutions using computer and communication technologies; or an equivalent combination of training and experience. Four years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

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