

Department: Mayor's Cabinet
FLSA: Exempt
Classification: Pending BOR Unclassified Designation
Salary Grade: Pay Plan Grade 8
Reports to: Mayor

Approved 01/28/2021

CHIEF INFORMATION OFFICER

GENERAL SUMMARY OF DUTIES

Under the general direction of the Mayor, the Chief Information Officer (CIO) is responsible for setting the vision then managing the usability of all information and systems technologies of the City of Stamford. Collaboratively maintains IT Governance processes and oversees the development and implementation of standards and procedures for all information technologies.

As a member of the Mayor's Cabinet, the CIO leads the planning, design, implementation, and maintenance of technology and related processes, with a keen focus on leveraging technology to transform and improve how City government serves citizens and guests of Stamford through department operations.

As the Cabinet member that sets and implements the strategic technology roadmap for the City, key activities will include setting the strategic systems plan and processes for the City; collaboration with department directors and managers to ensure best practices and optimization of strategic platforms, related workflows, and interoperability with other City systems. Establish and monitor department budgets, prepare cost-benefit analyses for changing systems and processes; design and monitor department performance metrics. Create and oversee high-level KPIs for the department.

Supervises the Information Services Director and other direct reports as may be assigned.

EXAMPLES OF WORK (Illustrative Only)

On behalf of the Mayor, sets organization, technology policies, strategies, and identifies both short-term and long-term information and technology needs of the City. Provides leadership, integration management for information technology and processes for City departments.

Coordinating and integrating cross-functional departments' technology solutions. Modernize systems by developing short-term and long-term plans as well as identifying/recommending emerging technologies.

Develop, implement, and manage a City data governance model encompassing data control, data quality, data consumption, reporting, and remote data access.

Develop an information security plan to be implemented by Information Services that identifies the City's information security policy and the hardware and software infrastructure necessary to implement the plan.

Develop then translate the City's Information systems and technology strategic vision into an aggressive, but achievable implementation plan.

Engaging with both internal and external customers, to understand their current and future information and technology needs; develop a strategic approach to identify solutions to those information and technology needs; and, prioritize implementation of such solutions considering budget limitations.

Leads efforts in network and system security architecture design, developing and enforcing IT guidelines, standards and operating procedures.

Communicates effectively with stakeholders across the City to gain the necessary support for the successful integration of new technologies and enhancements to existing systems.

Evaluates Information Services Division operations and initiates changes as necessary, prepares or supervises the preparation of operational policies and procedures.

In conjunction with system users, evaluate new hardware, software, systems solutions and assess applicability to the requirements of the City; plan and participate in management education involving systems and data.

Prepare and administer the budget for the Information Technology Services Division; oversees the maintenance and monitoring of budgetary controls; monitors midyear budget adjustments; assists in budget implementation; and participates in the forecast of additional funds for staffing, training, equipment, materials and supplies. Ensure maximum return on investments.

Develops and presents the City's information and technology long-term and short-term capital budgets and fiscal year operating budget to the various City Boards; and monitors the capital technology budget for the City.

Administers and monitors vendor contracts to ensure compliance with performance measurements, timelines and budget.

Performs related duties as may be assigned by the Mayor or the Mayor's designee.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

Thorough knowledge of Information Technology operations, systems, security, administration, process development and redesign.

Thorough knowledge in developing strategic plans for the deployment of IT services and system upgrades.

Thorough knowledge of principles and techniques of programming, including the analytical and procedural steps necessary in the development, modification and testing of business systems applications.

Thorough knowledge of state of the art information and technology operating systems including, but not limited to client/server hardware, cloud based systems, software, desktop and remote use computers, and networking systems.

Thorough knowledge of data, voice, cloud and video technologies, services and administration.

Thorough knowledge and experience in vendor contract negotiations and contract review.

Good knowledge of financial systems, Geographical Information Systems, relational database systems, document information systems, Integrated Learning Systems and office automation technology.

Ability to understand business processes and to diagnose issues leading to transaction processing delays and how business processes in one system affect the business processes in other systems.

Ability to provide concise, logical written and oral reports and correspondence regarding system maintenance and development activities involving complex technical and administrative problems and proposed solutions.

Ability to exercise initiative, ingenuity and sound judgment in solving difficult administrative, technical and personnel problems.

Excellent organizational and leadership skills.

Excellent oral and written communication skills; excellent collaboration skills, ability to deal effectively with multiple stakeholders.

MINIMUM TRAINING & EXPERIENCE REQUIRED

Graduation from an accredited college or university with a Bachelor's degree in management information systems, computer science, mathematics, business or related field and ten (10) years of progressively responsible experience in information systems management and technology strategies of which a minimum of four (4) years shall be in a senior leadership management and strategic planning role with a large organization with diverse business operations.

Working Conditions, Physical and Mental Requirements: Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

Frequency: Place an “X” in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Frequency:	N	O	F	C	Frequency:	N	O	F	C
Physical Demands:					Depth Perception				
Standing					Color Distinction				
Walking					Peripheral Vision				
Sitting					Driving				
Lifting					Physical Strength:				
Carrying					Little Physical Effort (-10 lbs.)				
Pushing					Light Work (-20 lbs.)				
Pulling					Medium Work (20-50 lbs.)				
Climbing					Heavy Work (50-100 lbs.)				
Balancing					Very Heavy Work (100+ lbs.)				
Stooping					Environmental Conditions:				
Kneeling					Cold (50 degrees F or less)				
Crouching					Heat (90 degrees F or more)				
Crawling					Temperature Changes				
Reaching					Wetness				
Handling					Humidity				
Grasping					Extreme Noise or Vibration				
Twisting					Exposure to Chemicals				
Feeling					Exposure to Gases and Fumes				
Talking					Exposure to Unpleasant Odors				
Hearing					Exposure to Bodily Fluids				
Repetitive Motion					Exposure to Dampness				
Hand/Eye/Foot Coordination					Confinement to a Small/Restricting Area				
Visual Acuity/Near					Mechanical Hazards				
Visual Acuity/Far					Physical Danger				

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The City of Stamford 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 City when necessary.