ASHEVILLE, NORTH CAROLINA

Classification Specification

Chief Information Officer
Job Code: 2500
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to plan, direct, and manage the operations and staff involved in the operation, administration, and support of information technology services, equipment, infrastructure for the City.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Manages, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team through subordinate supervisors; processes employee concerns and problems and counsels as appropriate; determines discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring decisions; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work; prioritizes and schedules work activities in order to meet objectives; oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; and provides progress and activity reports to City administrators and elected officials.

Advises City administrators and City Council regarding information technology activities, programs, operational issues, training, initiatives, new and changes to existing laws and regulations, etc.: provides data, information, technical expertise, and recommendations to assist in decision making; and prepares and presents reports on department activities and projects as required.

Develops and implements long- and short-term plans, goals, and objectives for department: researches, assesses, and develops strategies to meet current and future issues and concerns regarding City information technology needs; and implements needed changes, modifications and/or enhancements.

Develops, implements, and updates policies and procedures for department: formulates and develops work methods and practices, policies, standard operating procedures, and training programs; monitors implementation of rules and regulations; and updates policies and procedures as required.

Develops, defends, and implements department budget: determines budget allocations for staffing, equipment and capital improvement needs; prepares, submits, and presents budget documents to City Council; processes and approves all department procurements; monitors expenditures and revenues to ensure compliance with approved budget; and maintains related documentation.

Identifies emerging information technologies to be assimilated, integrated, and introduced within the City's infrastructure: assesses new computing technologies and the feasibility of system enhancements to determine potential value for the organization; and ensures that the City stays current and competitive with respect to information technology infrastructure and services.

Ensures department information technology service portfolio complies with local, state, and federal laws, ordinances, rules and regulations: maintains security and integrity of City information technology security and systems; and develops City-wide policies based on risk management principles and best security practices.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of information technology operations, services, and equipment; and attends conferences, workshops, and training sessions as appropriate.

Communicates with City officials, supervisor, subordinates, other City employees, third party service contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, various staff reports, data, proposals, contracts, purchase orders, performance appraisals, briefings, memos, financial and budget records, articles, presentations, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Master's Degree in Technology Management, Business Administration, or a related field required; supplemented by ten years of progressively responsible experience in managing information technology services and infrastructure, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to synthesize, hypothesize, and/or theorize concerning data involving modification of existing policies, strategies and/or methods to meet unique or unusual conditions. Requires the ability to do so within the context of existing organizational theories and management principles.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville 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 encourages both prospective and current employees to discuss potential accommodations with the employer.