

# CLERK'S TECHNOLOGY, CHIEF INFORMATION OFFICER

Job Code	Pay Grade
18912	150

## Nature of Work

This is highly responsible technical, administrative, and managerial work directing, planning, developing, coordinating, implementing and monitoring the technology initiatives of the overall operation of Pinellas County's Clerk of the Circuit Court (CCC). An employee in this position is responsible for tactical oversight, strategic planning, project management, and facilitating and coordinating with divisions and departments throughout the organization. The incumbent applies comprehensive business technology experience to achieve more efficient and effective business operations. The incumbent exercises considerable latitude for individual initiative and judgment for organizational project planning and for lending guidance on technological projects. Work involves responsibility for creating, initiating, performing and managing a variety of professional and technical tasks and activities in support of operational initiatives. Work involves consultation with managers, supervisors, and employees to coordinate technology plans and operations with department processes and prepares deliverable and milestone schedules and action plans for initiatives. An employee in this class exercises considerable independent judgment, discretion and initiative in planning and directing the work of managerial, professional, technical, supervisory and clerical employees and in making highly technical decisions. The incumbent plans, assigns, and reviews the work of others as well as oversees major project initiatives. Work is performed under the direction of the Clerk of the Circuit Court with considerable latitude for individual initiative and judgment. The position reports to the Clerk of the Circuit Court or designee.

## Minimum Qualification Requirements

- 10 years of progressively and highly responsible management level information technology experience working with a comprehensive range of advancements to business technology implementing projects that includes 5 years experience in a senior level administrative or managerial capacity; or
- Bachelor's degree in computer science, management information systems, business administration, or related degree and 6 years experience in production support, project management or application development that includes 5 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Manages and facilitates CCC information technologies (IT) coordination functions and programs with Chief Deputies and the Clerk to monitor and implement IT related efforts and projects.
- Develops short and long range plans for CCC IT business technology systems service to ensure efficient and effective CCC operations and sets goals and implements action plans for the Clerk's Technology department.
- Plans, assigns, directs and exercises general supervision to assigned personnel for subordinates and others engaged in a variety of CCC IT business related technology.
- Serves as the primary internal and external expert and official for the CCC IT customer base and ensures effective IT security processes.
- Communicates and recommends IT initiatives and advancements to senior managers.
- Champions IT advancements and changes to effectively manage the implementation of new IT systems and processes.
- Maintains and develops working relationships with internal and external business partners.
- Mentors, consults, and assists directors and departmental managers to ensure resources are appropriately assigned for IT related operations.
- Applies an expert awareness and knowledge of current business processes to align with CCC related IT technologies.

# CLERK'S TECHNOLOGY, CHIEF INFORMATION OFFICER (continued)

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## Illustrative Tasks (continued)

- Reinforces team approach throughout practice both on client projects and internal initiatives.
- Plans, manages and oversees the work of technical employees; prepares performance reviews, hires and works with staff to identify training needs.
- Oversees CCC IT-related purchasing and budget matters.
- Supports and solicits input from team members at all levels within the organization.
- Lends expertise to internal teams and task forces.
- Oversees development schedule of proposed systems with appropriate staff and implementation of finished projects.
- Oversees the gathering of requirements for system needs from departments for technology initiatives.
- Coordinates with technical support applications and operations staff to achieve an efficient environment that meets the Clerk's office's current and future business objectives.
- Identifies potential areas where existing policies and procedures require change, or where new ones need to be developed; recommends, and implements IT solutions to improve organizational performance.
- Takes action and initiates new directions for research and recommends new technologies.
- Exercises staff oversight to ensure new operation plans, policies, procedures, and transition/migration plans are consistent with the organization's overall goals and objectives.
- Maintains knowledge and awareness of current technological developments in the field of IT business technology.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of the technical areas of information technology, such as telecommunications, central processors, peripheral equipment, hardware, and related matters.
- Knowledge of principles and procedures of advanced project management.
- Knowledge of IT architecture, administration, infrastructure and tools for Oracle and other relational database technologies.
- Knowledge of governmental budgeting, expense control, county fiscal policies and procedures and generally accepted accounting practices.
- Knowledge of general and advanced IT management practices and principles.
- Knowledge of county regulations, policies and procedures related to the personnel system.
- Skilled in management of interpersonal relationships, organizational change, group communication, team building, facilitating change, networking, and negotiating change.
- Skill in business analysis, organization dynamics, and management decision making processes.
- Ability to serve as a strong team player demonstrating leadership and maintaining a positive work environment.
- Ability to present oral and written comments and recommendations clearly and concisely.
- Ability to perform the function of consultant to the county on technical areas such as telecommunications, micro to mainframe processing, support software and applications systems.
- Ability to manage staff of technical employees.
- Ability to interact with staff at all organizational levels as well as internal and external customers.
- Ability to coordinate activities associated with the operation and/or support of highly integrated IT systems.
- Ability to conduct investigations and to prepare accurate analyses for reporting purposes.
- Ability to communicate effectively with departmental employees, vendors, other county employees, and others interacting directly with the agency, verbally or in writing.

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Created	EEOC Code	Overtime Code
3/13	Officials & Managers	Exempt