



Chief Information Technologist

Category: Exempt
Pay Grade: E30
Job Code: 14686

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs highly responsible technical and professional work that is strategic and supervisory in nature; performs advanced expert analytical, technical, and administrative work in information technology (IT) serving County affiliates, departments, and organizations in support of mission critical operations; performs as the highest-level subject matter expert managing in assigned fields; takes major responsibility for personnel, work products, standards, policies, and information technology assets; identifies and resolves the most complex work problems of a nature that supports or complements organizational efforts as well as lower level IT specialists; provides guidance to achieve and maintain superior department level customer service.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Applies expert-level technical knowledge, quality, dependability, judgment, communications, and initiative with demonstrated expert-level proficiency in order to meet design specifications of computer systems, programs, and operating systems;
- Provides leadership that fosters commitment, team spirit, pride, and trust through coaching, mentoring, recognizing, and guiding employees to achieve results through others;
- Uses interpersonal skills to influence and inspire others to follow, facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment;
- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance in order to motivate and influence others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity;
- Manages and performs personal daily activities and multiple complex projects under the discipline of defined departmental business planning and processes;
- Prepares project plans, schedules, and outlines requirements, tasks, work assignments, resources, and critical milestones, with a demonstrated ability to prioritize work for both self and others with effective follow-up and assignment completion;
- Coordinates the work of other information technologists, customers, and vendors in meeting design specifications, desired outcomes, and service level commitments;
- Directs and performs analysis, evaluation, and selection of vendor supplied work products including hardware and software, determining optimum configurations and interfaces for systems and applications that meets design specifications and customer expectations;
- Identifies and analyzes complex problems and distinguishes between relevant and irrelevant information to make logical decisions as well as provides solutions to individual and organizational problems;
- Reviews test results prior to implementation, creates standards and policies for development, maintenance, and usage, and identifies requirements for customized software and facilitates the completion of a business case for determining the acquisition of commercial products or custom development for business solutions;
- Takes ownership of complex cross-sectional problems and leads a team to resolution with an appropriate sense of urgency;

- Acts as a liaison with customers and vendors to coordinate resolution of complex problems;
- Initiates and pursues business process improvements to increase efficiency and effectiveness of information systems including people, processes, and technologies;
- Leverages and enforces industry best practices for the protection of County information assets;
- Monitors system and sub-system performance and adjusts control parameters and service levels to achieve optimal outcomes;
- Provides reports of workload capacity, resource utilization, cost allocation, and billing information;
- Communicates effectively, both verbally and in writing to peers, management, and customers at various levels of the organization;
- Prepares and delivers presentations regularly to various audiences using clear, concise, and effective communication;
- Performs supervisory functions, performance assessments, and evaluations of employee performance as required;
- Designs process to create new budget;
- Develops and implements GIS applications;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Ten (10) years of education, formal technical training, and leadership experience in directly related and highly advanced professional experience in information technology, management information services, computer science, engineering, or an occupation evidencing competency in computer skills in a broad range of diverse business processes including supervision and team leadership with a focus on customer service and outcomes; or an Associate's degree in information technology, computer science, computer technology, or related field plus eight (8) years of directly related experience as described above; or a Bachelor's degree and six (6) years of experience as described above; or a Master's degree and four (4) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- 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.
- Incumbent may be required to demonstrate or be officially certified in one or more specific information technology functions or disciplines.
- Candidate must possess designated certification or clearly be recognized as an expert in the field with prior leadership or supervisor responsibility in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to three or more of the following areas: database administration, network management, desktop management, server management, application design, application development, enterprise architecture, quality assurance, incident management, security management, financial management, service management, production application services, asset management, storage area network, middleware management, project/portfolio management, document management, or other IT subject matter areas of responsibility.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge as an expert in standard office practices, procedures, policies, personal computers, operating systems, and related software applications;
- Skill in supervising and managing personal daily activities and complex projects for that may cross organizational boundaries;
- Skill in Team Building, Leveraging Diversity, Service Motivation, Vision, Influencing, Negotiating, Interpersonal Skills, Communication Skills, Accountability, Problem Solving, and Technical Credibility;
- Ability to use and apply reference materials to research and solve complex problems;

- Ability to direct others to implement new and novel technologies, soft skills, and related organization processes and procedures;
- Ability to recommend changes to improve operational efficiencies;
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success through others;
- Ability to prepare and deliver effective presentations at various levels;
- Ability to use diplomacy in dealing with difficult customers and delivery of services;
- Ability to communicate effectively, both verbally and in writing with peers and others;
- Ability to communicate with tact, patience, and courtesy at all levels of the organization;
- Ability to assist lower level personnel with training of new technologies;
- Ability to establish and maintain effective working relationships, both inside and outside of the work section;
- Ability to self-develop relevant job-related skills for current and future roles;
- Ability to understand, follow, and to provide specific instructions, priorities, policies, and procedures;
- Ability to identify, troubleshoot, manage, and resolve complex problems;
- Ability to use small office equipment, computers, and highly technical computer applications;
- Ability to implement computer hardware or network systems, complex software or management systems, and new technology systems.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.