

CHIEF INFORMATION OFFICER

DISTINGUISHING FEATURES OF THE CLASS: Under general direction, the incumbent of this position functions in a key executive management role, reporting to the County Executive. The incumbent is responsible for providing leadership in the strategic planning, development, acquisition, implementation, and operational initiatives in all areas of information and communication technologies in a constantly changing environment. The Chief Information Officer sets overall County policy to meet overall organizational goals, setting priorities for systems development and coordinating departmental user needs in an integrated approach to maximize the efficient, effective and economical application of technological and staffing resources, and contain costs. The Chief Information Officer oversees the purchasing or contracting of all hardware, software and peripheral equipment; develops, negotiates and monitors all contracts for services; and oversees all telecommunications and printing services for the County. Administrative supervision is exercised over all systems information staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Directs the strategic planning, development and management of new automated information and communication systems and technology, as well as enhancements to existing automated systems in Broome County departments;

Reviews and approves the County and departmental information systems portion of the annual budget prior to submission to the Legislature for approval;

Serves as chief technology advisor to the County Executive and members of the Legislature, as well as to department heads and managers on information and communication technology;

Examines the cost/benefit of state-of-the-art technology as viable solutions to identified automation needs, and explores the most economical way for acquiring these services, either by purchase, lease, or contracting;

Manages the county's investments in existing information and communication equipment, reviewing efficiency, cost, devaluation, and evaluating vendor performance, making recommendations for change to meet operational needs;

Researches, analyzes and communicates new concepts, ideas and techniques in information systems and data processing;

Works with the County's Risk Manager to ensure all IT systems are properly secured following the best practices for cybersecurity;

Coordinates the implementation of automated systems including but not limited to the acquisition of hardware and peripheral equipment and the assignment of technical staff to user departments which most effectively utilize available resources;

Directs and coordinates the day-to-day operations of the Department of Information Services.

Leads efforts to leverage technology to drive digital transformation initiatives across the organization;

Identifies opportunities to streamline process, improve efficiency, and enhance user experience through the use of technology.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of state-of-the-art information and communication technology and concepts, including enterprise-wide networking, distributed systems, relational database technology, open systems, local/wide area networking, personal computing applications, desktop computing, and telecommunications;

Thorough knowledge of organizational management, public and business administration, and budgeting;

Thorough knowledge of the principles and methods of project management and contract management;

Thorough knowledge in cybersecurity risk programs, industry standards, and best practices;

Thorough knowledge in overseeing hardware and software upgrades, ensuring appropriate system architecture, software solutions, and data storage;

Thorough knowledge of sound financial and business practices as it relates to equipment and service acquisition, budgeting, funding, billing, and cost containment;

Ability to plan, organize and supervise the work of a diverse and highly technical staff to meet organization-wide and departmental user needs for a wide variety of information and telecommunication needs;

Ability to work effectively with elected officials, executive, management, administrative and technical staff;

Ability to present ideas clearly and concisely, both orally and in writing;

Sound judgment; innovative; flexible; resourceful; initiative; tact.

MINIMUM QUALIFICATIONS :

- A) Possession of a Master's Degree in business or public administration, computer science, information systems or other closely related field and six years of executive level information systems management experience providing a wide variety of technical support to a large organizational structure, and/or consulting at a senior level to a large organizational structure; OR
- B) Possession of a Bachelor's degree and eight years of experience as defined above; OR
- C) Possession of an Associate's degree and ten years of experience as defined above; OR
- D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

Neither the Administrative Code nor the Broome County Charter references minimum qualifications for this position.

SPECIAL REQUIREMENT: Incumbents in this position are required by the County Legislature to reside within the County of Broome, OR an adjoining county (TIOGA, CORTLAND, DELAWARE OR CHENANGO) at all times during their employment in the title.

NOTE: Incumbent must meet all Criminal Justice Information Services (CJIS) requirements applicable to the position.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at:

<https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

R165 10/21/21 (Revised 10/11/24)

Original title: Director of Information Services (NC)