

CITY OF BURBANK

ASSISTANT CHIEF INFORMATION OFFICER

DEFINITION

Under general direction, to lead a major division with the Information Technology Department; plan, coordinate, direct, and design operational activities of the Information Technology Department; develop and execute technology vision and strategy; provide direction and support for technology solutions; and perform related work as required.

ESSENTIAL FUNCTIONS

Plans, organizes, directs, designs, and manages complex technology application and service portfolios for multiple business domains of the City (e.g. Infrastructure Management, Law Enforcement, Supply Chain Management, Public Information, and Marketing, etc.); leads IT strategic and operational planning to achieve business and public policy goals and objectives by fostering innovation and creativity; prioritizes IT initiatives, and coordinates the evaluation, deployment, and management of current and future technology solutions across the organization; establishes and drives team goals, objectives, and operating procedures; monitors and ensures regulatory compliance; identifies opportunities for appropriate and cost-effective investment of financial resources in technology solutions and resources, including staffing, sourcing, purchasing, and development; develops, tracks, and manages annual operating and capital budgets; prepares comprehensive written and oral reports; presents to City Council, the public, and/or community groups; keeps current with trends, developments, and issues in the technology industry; collaborates with and serves as ambassador for the organization's technology vision; serves as partner, advisor, and service provider to the organization's executives, department managers, and staff; may act as Department Director as needed; supervises, trains, and evaluates employees, including making effective recommendations regarding hiring, promotions, transfers, and disciplinary action as needed up to and including termination; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – Principles and practices in the planning, design, and management of complex technology systems; principles and best practices of organizational leadership and sound personnel management; strategic planning and execution; business theory, business processes, management, budgeting, and financial planning; contemporary software development platforms and frameworks; common technology standards, practices, and frameworks, such as Information Technology Infrastructure Library ITIL or Scaled Agile; Agile and Waterfall project management principles and frameworks; Health Insurance Portability and Accountability Act (HIPAA) compliance; contemporary operating platforms, enterprise software applications, cloud technologies, and outsourced systems; systems design and development from business requirements analysis, to daily management; spelling, grammar, and punctuation.

- Skill in – operating modern computers and related software; management of complex technology ecosystems; exercising independent judgement and making decisions based on standard policy and procedures; public speaking and professional writing.
- Ability to – lead and motivate teams with integrity; manage complex projects and portfolios; maintain a superior understanding of the organization’s business and public policy objectives, and drive results accordingly; apply technology in solving civic and business problems; demonstrate strong organizational, analytical, problem-solving, and leadership skills; communicate effectively, both orally and in writing; prepare and administer a divisional and project budget; establish and maintain effective working relationships with technical and non-technical professionals at all levels, including executive leadership, fellow employees, contractors, vendors, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with a bachelor’s degree in computer science, information technology, engineering, business management, or a closely related field, and five years of professional experience in information technology management, including two years in a supervisory capacity; or seven years of professional experience in information technology management, including two years in a supervisory capacity.

License & Certificates: A valid California Class “C” driver’s license or equivalent at time of appointment; current industry recognized certification(s) (to be determined at the time of recruitment) may be required at the time of appointment; obtain two current industry recognized certifications (to be determined at time of appointment) within one year of appointment.

SUPPLEMENTAL INFORMATION

Desirable Qualifications: One or more of the following certifications or equivalent experience: Project Management Professional (PMP), Scrum Master, Agile project/program management methodologies; Lean Six Sigma Green Belt and Design Thinking.