

CLASS TITLE: CHIEF OF INFORMATION TECHNOLOGY II

Class Code: 02797001

Pay Grade: 55A

EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Division of Information Technology (DoIT) and on an enterprise-wide basis, to collaborate with all Executive branch agencies and multiple stakeholders (including vendors) to lead, drive, develop and oversee all implementation, operation, transformation, delivery, and technical realization of a major information technology function such as IT Project and Portfolio Management, Applications or Infrastructure and Operations; within the IT Project and Portfolio Management unit, to be responsible to develop and oversee the implementation of a standard IT portfolio and project management process while ensuring appropriate application of project management methodology across all projects; within the Applications unit, to collaborate with agency directors and department teams to drive the conceptualization, transformation, delivery, and technical realization of multiple application solutions creating efficient and innovative platforms for internal and external customers; within the Infrastructure and Operations unit, to lead the implementation and operation of all technology infrastructure (including but not limited to data center, network and server services, telephony, audio and video monitoring, user support/help desk, workstation management, storage, and related software); and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of the director of information technology (Chief Digital Officer/Chief Information Officer) with considerable latitude for the exercise of initiative and independent judgment. Work is subject to review through consultation and written reports for satisfactory performance and conformance to established policies, procedures, rules and regulations.

SUPERVISION EXERCISED: Plans, coordinates, supervises and reviews the work of a professional, technical, and clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Division of Information Technology (DoIT) and on an enterprise-wide basis, to collaborate with all Executive branch agencies and multiple stakeholders (including vendors) to lead, drive, develop and oversee all implementation, operation, transformation, delivery, and technical realization of a major information technology function such as IT Project and Portfolio Management, Applications or Infrastructure and Operations.

For IT Project and Portfolio Management:

To develop and oversee the implementation of a standard IT portfolio and project management process while ensuring appropriate application of project management methodology across all projects.

To build and manage a standard, global IT resource management process with a focus on productivity and quality of service delivery, operational efficiencies, and customer satisfaction.

To ensure optimized resource utilization by delivering a standard process that meets the strategic planning and allocation requirements of the organization.

To provide direction on the development of dashboards for tracking and improving IT productivity, effectiveness, and customer service.

To ensure that the portfolio is aligned with IT and enterprise-wide strategic goals.

To oversee the design and development of standard, global approaches to business analysis, development and estimating as well as implementing metrics to measure performance.

To continually review processes of the performance management office (PMO) and implement

changes as needed.

To effectively manage staff to achieve unit goals and objectives, and to coach/mentor staff to continually improve performance. To assist staff to achieve professional development through ongoing training.

To work with vendors and peers to lead the execution of IT programs.

To do related work as required.

For IT Applications:

To collaborate with agency directors and department teams to drive the conceptualization, transformation, delivery, and technical realization of multiple application solutions creating efficient and innovative platforms for internal and external customers.

To lead the planning, design, configuration and deployment of applications and business systems in support of core organizational functions and processes.

To work with vendors and peers to develop and coordinate strategy, architecture, roadmaps, budget, and execution of IT services.

To establish, maintain, and drive continuous delivery of technology and support roadmaps, and to significantly elevate, drive, and transform the business relationship among internal and external customers.

To identify opportunities for innovation to ensure success in an increasingly competitive and fast moving industry landscape.

To conceptualize, define, and oversee the development, configuration and implementation of new technologies and platforms supporting the transformation of the business.

To lead the overall systems development life cycle from business/technical requirements including architecture through design, code delivery, testing and deployment.

To continually assess and evaluate the impact of emerging technologies against strategic business needs.

To interpret business value for the leadership team in a consultative capacity.

To direct and manage external vendors and consulting teams effectively to ensure accountability and successful delivery of complex large-scale projects.

To lead efforts to ensure the workplace environment supports a highly-motivated and effective workforce focused on continuous improvement and best practices.

To do related work as required.

For IT Infrastructure and Operations:

To lead the implementation and operation of all technology infrastructure (including but not limited to data center, network and server services, telephony, audio and video monitoring, user support/help desk, workstation management, storage, and related software).

To consistently deliver exceptional network stability and performance, availability, and resource utilization by leveraging state-of-the-art and legacy technologies and ITIL principles.

To collaborate across multiple agencies and all stakeholders including vendors.

To successfully and efficiently lead the DoIT Infrastructure and Operations group.

To manage, coordinate, and oversee program development and the execution of all enterprise infrastructure projects including project definition, design and analysis, set up, testing, implementation, and documentation.

To work with vendors and peers to develop and coordinate strategy, architecture, roadmaps, budget, and execution of IT services.

To establish, maintain, and drive continuous delivery of a technology and support roadmap, and to significantly elevate, drive, and transform the business relationship between both internal and external customers.

To focus on delivering new and innovative technology solutions to support the broader goals of the agency.

To consistently work to identify opportunities for innovation to ensure success in an increasingly competitive and fast-moving industry landscape.

To conceptualize, define, and oversee the development, configuration and implementation of new technologies and platforms supporting the transformation of the business.

To lead the Enterprise Architecture function statewide.

To initiate and consistently maintain executive-level communication and interaction including consulting, understanding, and translating business needs into achievable, sustainable, and innovative technical solutions and capability roadmaps.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A thorough knowledge of the principles, practices, and procedures involved in one of the specialty areas above; the ability to apply such knowledge in the overall planning, organization, direction, coordination, and administration of associated management and support functions; knowledge of the organization and functions of government including the ability to establish and maintain effective work relations with all state officials; demonstrated ability as a good manager with strong project management skills in creating and managing project plans, including budgeting and resource allocation; the ability to develop and foster high-quality relationships with all levels of the enterprise; the ability to set and manage priorities judiciously; strong negotiating skills; the ability to communicate complex ideas both verbally and in writing; strong self-motivation, direction, and service orientation; the ability to present ideas in business-friendly and user-friendly language; the ability to lead complex business opportunities to fruition through creation and implementation of enterprise business/technology roadmaps; the ability to successfully design and adopt enterprise-wide architectural standards; the ability to motivate in a team-oriented, collaborative environment; the ability to apply IT skills in solving business problems; the ability to provide detailed, decisive and goal oriented interventions required to meet and exceed objectives; the ability to plan, supervise, direct, and review the work of a professional, technical and clerical staff; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Bachelor's degree with specialization in Computer Science, Information Technology, Engineering, Business Administration or a closely related field; and

Experience: Such as may have been gained through: Substantial employment in a responsible capacity at the senior/executive leadership level including at least ten (10) years of demonstrable experience in the IT functional area assigned to the position.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: December 24, 2017