ASSISTANT CHIEF INFORMATION OFFICER

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Chief Information Officer (CIO), an incumbent of this position is responsible for the overall direction and operation of the Governance and Program Management Office (PMO) in the Office of the CIO (OCIO). The PMO serves as a central governing body to create IT policies and procedures, review/audit adherence to methodologies, budgets, and timing, and provide staffing and management for the organization's major technical projects and programs. This class has wide latitude for independent and autonomous action and recommends to the CIO and Deputies staff programs, policies and procedures to ensure the efficient and effective operation and management of the Department. The position can be extended to include responsibilities and managerial direction of an organizational unit or program which involves significant integration across departments. Supervision may be exercised over managerial and professional personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Oversees the development and maintenance of IT policies, procedures, methodologies and governance to ensure the efficient and effective management of the Department to ensure the IT organization delivers value to the Enterprise;

Provides department-wide oversight to ensure uniformity of the County's Information Technology operation;

Manages project selection and prioritization processes and participates with the CIO and Deputies in the project vetting process;

Coordinates and monitors projects and resources to ensure strategic and successful project management for the attainment of departmental and County-wide goals;

Develops implementation plans and monitors dependencies across multiple inter-related technical projects across the Enterprise;

Participates with the CIO and Deputies in the development of multiple year work plans, budgets and departmental goals/priorities;

Develops and provides mentoring and training programs;

Establishes and implements continuous-improvement programs for the IT organization;

Drives and facilitates effective collaboration and communications between the IT organization and the user and customer communities;

Prepares RFP's for vendor software, software tools and components, server and network equipment and associated peripherals, and manages vendor relationships to ensure the delivery of required products and services in a timely and accurate fashion;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the goals, objectives, policies and procedures of the Governance and PMO office; thorough knowledge of project management methodologies to ensure technical projects meet objectives and are on time and on budget; good knowledge of the principles and practices of administrative supervision; good knowledge of administrative control processes associated with budget and purchasing; good knowledge of application software, and the concepts of server, cloud and client/server systems; **g**ood ability to manage stakeholder partnerships and build and maintain effective working relationships; ability to anticipate and mitigate risks, while demonstrating solid judgement, decision making and time management skills; ability to show empathy and cope with pressures and setbacks; excellent oral and written communication skills, including the ability to explain technology solutions in business terms, establish rapport and persuade others; ability to guide and motivate others; ability to train staff in the use of various application tools; ability to plan, coordinate, supervise and evaluate the work of others including subordinate supervisors and team leaders; ability to effectively prioritize and organize work assignments; ability to identify, evaluate and convey requirements, designs and operations of application software and systems, network and server communications software and related equipment; ability to determine standards and procedures; ability to gather and analyze data and draw conclusions; ability to think logically; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; thoroughness and attention to detail; resourcefulness; initiative; leadership; tact; integrity; imagination; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: (a) A Bachelor's Degree* and three years of experience in information technology where the primary function was at a managerial level, with responsibility for supervising project implementations involving either:
   1. system deployments that involved designing and programming application software in at least two of the following languages: C++, Java, SQL, Javascript, UNIX Shell Script, or Perl; and/or
   2. installation, maintenance and relocation of network equipment and associated peripheral equipment, including the installation of network operating systems and configurations; and/or
   3. installation, maintenance and relocation of servers and associated peripheral equipment, including the installation of server operating systems and support software;
or (b) current Project Management Professional (PMP) certification and three (3) years of experience managing technical projects as defined in (a); or (c) eight (8) years of experience managing technical projects as defined in (a).

SUBSTITUTION: A Master's Degree* may be substituted for one year of the above stated experience.

NOTE #1: Experience solely on a home personal computer may not be used as a substitute for the aforementioned experience.

SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.