

CHIEF INFORMATION AND SECURITY OFFICER

DEFINITION

To plan, organize, direct and oversee all activities, operations, and staff of the Information Technology and Security (ITS) division within the City Manager's Office including technology infrastructure and network, maintenance and protection of information assets, voice and data transmission, data processing systems, internet and intranet services, digital modernization, management and enhancement of City communication systems, IT systems, and security systems, GIS (Geographic Information Systems), and systems operations management; and to provide highly responsible and complex professional support to the Assistant City Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager.

Exercises direct supervision over assigned technical and support staff, and overall responsibility for all functions of the Information Technology and Information Security Divisions.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop, plan, and implement divisional goals and objectives; recommend and administer policies and procedures.

Plan, manage and oversee information technology activities including management, support, maintenance, network and data security, coordination and enhancements of City communication and IT systems and security systems, GIS and infrastructure, to include City web site, document management systems, applications, programs, and hardware.

Coordinate ITS division activities with those of other departments and outside agencies and organizations; provide direction on technology in alignment with City initiatives, policies and strategic objectives to the City Manager, Assistant City Manager, Directors, and City Council; prepare and present staff reports and other necessary correspondence.

Develop, implement, and monitor information security and data risk management programs; coordinate and oversee threat detection efforts; coordinate incident response and asset fortification; manage the Computer Security Incident Response Team.

Direct, oversee and implement the development of the Information Technology and Security work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods and procedures; and implement interdepartmental technology governance.

Oversee systems design, development, and implementation of new or enhanced systems;

coordinate and review citywide acquisition requests for software, hardware, data and technology services.

Prepare the IT budget; assist in budget implementation; participate in the development and implementation of a long-range forecast of funding needed for staffing, equipment, maintenance, replacement, materials and supplies; administer the approved budget.

Consult with internal customers on technical projects including requirements gathering; recommend solutions; screen projects and advise on project feasibility; design and review technical specifications; design software and equipment systems and optimize system utilization; provide cost estimates and acquisition services; prepare and schedule project activities; oversee coordination, testing and implementation of projects and technical resources; manage project budgets.

Manage security for the City's critical systems; maintain an awareness of threats and vulnerability to City system security, including viruses, firewall weaknesses, potential data breaches and other threats to systems and data; recommend and take appropriate proactive actions to investigate and address security threats and concerns.

Oversee the City's internal emergency communications infrastructure and processes associated with the Emergency Operations Center; coordinate digital business continuity planning and disaster recovery program.

Coordinate and manage City telecommunication systems and wireless communications including voice, data, video, fiber optics, wireless and other components.

Coordinate and manage contracts for systems services and products; develop and manage Requests for Proposals (RFP) in accordance with the City's policy requirements; direct or conduct audits to ensure contract compliance including service level agreements and standards.

Research and monitor development of emerging or evolving technologies and recommend strategies for use; assess ITS opportunities to enhance delivery of City services; plan for and oversee the implementation of all new replacement, upgrade and retirement of the City's equipment, applications, programs, and systems.

Manage City technical systems; monitor system availability; ensure performance management and capacity planning standard are met; assure timely, accurate and prompt turnaround of customer submitted work requests; monitor workload to meet capacity requirements and related upgrades.

Schedule and oversee training programs consistent with identified needs and hardware and software characteristics; develop security best practice guidance; design and conduct information security awareness training programs.

Represent the division and department to outside agencies and organizations; participate in

outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of systems development, program planning, project management; operating principals, methods, practices and limitations of computers, network, telecommunication systems, wireless communications, hardware, software applications, operating systems, servers, IT security and documentation.

Principles and practices of database design, coding, programming techniques and languages.

Methods and procedures for troubleshooting of hardware, software and inter-connectivity, communication, cyber security compliance and testing; and a variety of network and security problems.

Principles and practices of management, organization, general administrative concepts, and budget related to public administration as applied to operational unit and program administration.

Principles and practices of personnel management, leadership, motivation, team building and conflict resolution.

Principles and practices of customer service, service delivery, and service evaluation; strategic planning and competitive analysis methodology; project management and control techniques in a team environment.

Pertinent local, state, and federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting preparation, procedures and administration.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the ITS operations; plan, design, coordinate and manage complex technical ITS systems, and operations; and troubleshoot technical problems and determine effective solutions.

Prioritize and apply strategic use of resources to achieve planned objectives and cost efficiencies where possible; and develop performance metrics.

Perform high level-budget management and administration for multiple projects and functions; analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

Audit and manage organizational cyber security compliance testing, including PCI and penetration testing.

Exercise initiative and creativity in the improvement, development, and implementation of overall ITS programs and services; participate in City-wide and ITS strategic planning.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train, oversee professional development, and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Seven years of increasingly responsible experience in IT systems management, computer systems development and program design, including three years of administrative and management responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field. A Master's degree is preferred.

License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California Class C Driver License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

MCSE, MCSD and/or MCSA Certification from Microsoft or other professional Information Technology and Security Certification is desirable.