

CHIEF INFORMATION OFFICER

JOB CODE: 1091
DEPARTMENT: Tioga Co. Information Technology & Communications Services
CLASS: Pending Jurisdictional Classification
SALARY: Management/Confidential
ADOPTED: Reso 298-18; 12/18, Revised 02/19, 04/19, 01/20 Tioga Co. Personnel & Civil Service; revised 3/2020

***PUBLIC OFFICER; no term**

DISTINGUISHING FEATURES OF THE CLASS: This is a position with primary responsibility for managing the entire information technology infrastructure for Tioga County and associated entities. Work includes oversight and direction of the activities of the Department of Information Technology and Communication Services. The work includes establishing, evaluating and maintaining all information data systems and infrastructure, as well as information communication systems such as the public website for Tioga County government, departments and/or agencies. The CIO will develop and maintain complete system documentation, including inventories, warranty status, diagrams, and other documentation. The CIO will be a vital strategic business decision advisor, providing the County Legislature and associated entities with expert guidance and counsel on all matters concerning information technology, including future planning using a process of continual improvement. The classification is considered to be policy influencing. The CIO takes a lead role in managing and coordinating the delivery of shared IT services to associated municipal entities and interfacing with their respective leadership. The CIO reports to a committee of the Tioga County Legislature; the committee will allow the incumbent considerable leeway and initiative in the areas of business, information and communications systems analysis. An employee in this class supervises staff within the Department of Information Technology and Communication Services and a small number of contractors in information technology related tasks. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Manage and pay the telecommunications bills, including phone, wireless and others;
- Assist departments with the development of budgets, software acquisition and maintenance, and technical support;
- Supervise the help desk operation and in-house technical staff and ensure that the needs of the user community are being met;
- Act as the primary interface for the implementation of countywide information technology shared services including meeting with elected boards at their public meetings as required;
- Manage the County's public website and other communication assets such as electronic messaging boards;
- Oversee security, patch management, backup and disaster recovery preparations;
- Create and maintain general system documentation and instructional materials for end users;
- Manage contracts pertaining to hardware, professional services, software, office supplies, and printing;
- Maintain and manage complete and accurate hardware and software inventories;
- Make judgments and recommendations to the Legislature regarding the future identification, evaluation, and acquisition of commercial hardware and software products and the utilization of all subcontractors to implement any future data processing or communications solutions;
- Manage the acquisition and maintenance of copier/scanner contracts and produce RFPs as required;
- Oversee server configuration and maintenance and ensure current best practices are being used;
- Assist departments and vendors with the deployment, management, and maintenance of line of business applications;
- Interpret data system needs in the context of federal, state, county and local rules and regulations that apply to department's record keeping needs;
- Coordinate the development of specific plans for the design of application and data needs;

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- Meet with and provide advice on telecommunication and information technology topics to assist elected bodies in making sound strategic decisions;
- Act as liaison with technical computer personnel in both private industry and government to resolve issues of equipment, supplies, software, etc.;
- Evaluate, maintain and make recommendations for the upgrading and/or modification of all telecommunications equipment and related software owned by the County;
- Appropriately delegate tasks and work as required to departmental staff.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of business practices when providing appropriate technological solutions to problems; thorough understanding of NY State County government agencies and their technology needs; thorough knowledge of federal and state regulations governing Information Technology operations in multiple lines of business such as finance, payroll, legal, medical, judicial, law enforcement, human resources and records management; thorough knowledge of policies and procedures required by a large governmental Information Technology operation, including security policies, personnel policies; thorough knowledge of NY State Archives Records Retention requirements and their application to different departments within the County structure; thorough knowledge of ITIL, IT Life Cycle Management and other standard methodologies for IT governance; thorough knowledge of NIST and NSA based approaches to all aspects of IT operations; thorough knowledge of network technologies, including TCP/IP, switching, routing, trunking, VLAN's, structured cabling systems, wireless technologies, and optical fiber infrastructure; thorough knowledge of Microsoft Network Operating Systems and how those technologies apply in a distributed MAN/WAN environment; thorough knowledge of Enterprise messaging systems, especially Microsoft Exchange; thorough knowledge of software applications, particularly database applications running on SQL; thorough knowledge of Intel-based server and workstation hardware; thorough knowledge of network security and patch management; thorough knowledge of the use of automation tools for the management of medium-large networks; working knowledge of communication systems, such as PBX, VoIP, RF, wireless and microwave technologies; ability to organize complex data into distinct components, analyze information and to draw logical conclusions; ability to draft and evaluate basic contracts, service level agreements, and other documents that might be encountered in a highly outsourced IT environment; ability to manage and prioritize multiple projects simultaneously; ability to draft large, complex documents, such as RFP's and grant proposals; ability to communicate effectively both orally and in writing; ability to effectively supervise the work of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered college or university with a Masters degree in business administration, information technology, engineering, or in closely related fields and six (6) years of full-time work experience (or its part time equivalent) in the field of information systems, three (3) years of which must have been in a technical or advisory capacity which involved the development and/or implementation of a computer system and involved the supervision of subordinates; **OR**
- b. Graduation from a regionally accredited or New York State registered college or university with a Baccalaureate degree in business administration, information technology, engineering, or in closely related fields and eight (8) years of paraprofessional or professional level full-time work experience (or its part time equivalent) in the field of information systems, four (4) years of which must have been in a technical or advisory capacity which involved the development and/or implementation of a computer system and involved the supervision of subordinates; **OR**
- c. An equivalent combination of training and experience as defined in (a) and (b).

*** Industry standard certifications such as Cisco and Microsoft technical certifications, Project Management, ITIL, and others are highly desirable.