

TOWN OF HAMDEN
Chief Information Officer

Non Classified / Non Competitive
Department: Information Technology

Non- Bargaining Unit
Salary: DOQ

Position Definition: This position is responsible for the oversight and leadership for all activities related to information technology including strategic information technology planning, the development of standards and policies, information technology project evaluation and information technology security. Also responsible for the maintenance of existing applications and the development of new technology solutions.

Supervision Received: The Chief Information Officer is under the administrative direction of the Mayor and/or his designee.

Supervision Exercised: The Chief Information Officer is responsible for the supervision of the entire Information Technology Department including the IT Managers, IT Technician, clerical personnel, interns and contract personnel required to provide information system services.

Examples of Essential Job Duties: Optimizes the use of information technology resources and assures that the Town's investment achieves planned programmatic objectives. Determines current as well as long-term information needs to successfully launch, and maintain the development of E-government.

Advises, coordinates and assists in the review of hardware specifications for new equipment, new software and equipment maintenance services. Provides expertise and support during systems upgrades, installations, conversions and file maintenance. Develops strategy for resource needs, information needs, systems development and hardware acquisition and integration. Manages the planning, scheduling and supervision of electronic computer operations in the solution of management, accounting and business problems of the Town departments and the Board of Education. Manages the supervision of the Information Technology Department including technical, clerical and contract personnel required to provide Information Technology services. Supervision includes the hiring, training, evaluation, guidance, and discipline of all staff members.

Prepares the annual operating budget for the department and is responsible for the fiscal management of the department. Administers the development and maintenance of effective processes for resolving user software and hardware problems as they relate to Local Area Networks, wide Area Networks, mainframes, minicomputers, file servers and personal computers.

Demonstrated ability to lead a team of technical staff and to manage multiple concurrent projects. Excellent verbal and written communication skills. Ability to meet deadlines, to conduct and direct research into IT issues and products, and to take initiative in the development and completion of projects. Strong project management, organizational and time management skills. Excellent problem-solving, analytical and evaluative skills. Promotes effective employee relations, enforces Town personnel policies and assures compliance to established work rules as well as federal, state and municipal regulations.

Minimum Qualifications Required: A Bachelor's degree in computer science or in a field related to technology and eight (8) years of progressively responsible experience in information technology project management and/or in a program implementation role. An advanced technical degree or managerial credentials preferred. Knowledge of current technologies and government information systems is essential. Prior experience as a CIO or Information Systems Director is desirable. Must have experience in IT project management with increasingly complex data processing and data communications experience including program development work, supervision of employees, consultants and contractors.

Knowledge, Skills and Abilities: Knowledge of various approaches to the process of systems development and procurement. Experience in selecting software for licensing and then managing the integration of software packages to build the overall systems. Knowledge of principles, problems, current techniques and uses of electronic computer programming. Ability to analyze information systems problems and direct the development of effective solutions from self-developed systems design or systems designed and developed elsewhere. Experience is required with web-based systems, portal development, network security issues, network and personal electronic privacy issues.

Knowledge of operations of Town Departments and of the applicability of information technology to such operations. Ability to prepare and present manuals and reports (both oral and written) in a clear and concise manner. Ability to establish and maintain effective working relationships with subordinate employees, Town employees and the public. Ability to handle emotion, demanding and sometimes irate internal or external customers with calm and assuring responses.

Physical, mental exertion/environmental conditions: Must be mobile, able to pull/push/lift objects of up to 30 pounds, and able to sit for prolonged periods. Must be able to work under stress from demanding deadlines and changing priorities and conditions. Must be able to hear clearly (correctable to within normal limits) and to see (vision correctable to 20/20) to complete documentation and forms as needed.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.