

**ORANGE COUNTY
MANAGEMENT CLASS SPECIFICATION**

TITLE: DEPUTY CHIEF INFORMATION OFFICER **GRADE:** 27

TITLE ABBREVIATION: DPTY CIO **TITLE NO:** 563230

JURISDICTION: E **SALARY CODE:** 03 **UNIT:** M **EEO CODE:** OA **FLSA CODE :** EX

DEPARTMENT: INFORMATION TECHNOLOGY SERVICES

NATURE OF THE WORK: The Deputy Chief Information Officer has responsibility for assisting the Chief Information Officer in the leadership and management of the Department of Information Technology Services. This is a technology leadership role with specific emphasis in all areas of applications, data, user experience, systems, and communication technologies in a digitally transforming environment.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS: This is a one-position class allocated to the exempt* jurisdictional classification of the classified service. This position relieves the Chief Information Officer of considerable detail in providing leadership in the strategic planning, development, management of information and communication technologies. Work is performed under general supervision of the Chief Information Officer with considerable latitude allowed for the exercise of independent judgment. Oversight is exercised over a staff of professional, technical and support personnel. This position acts on behalf of the Chief Information Officer during his/her absence or incapacity.

TYPICAL DUTIES AND TASKS:

Under the Direction of the CIO:

- Collaboratively helps lead planning, delivering, transforming, and supporting all new automated information and communication systems and technology, as well as enhancements to existing automated systems;
- Works with County Departments to address their application, workflow, and data requirements. Leads transformation and helps Departments with the adoption of new technologies, workflow changes, data/analytics programs, and delivering value for technology investments;
- Researches the benefits and costs related to innovative technology as viable solutions to user experience, analytics, and automation needs, and explores the most efficient way for co-creating with partners, service providers, and staff on an agile delivery model;
- Facilitates developing vision statements, solutions, architectures, vendor selections, technology selections, and priorities for initiatives;
- Oversee agile program management methodologies, co-creation model with vendors, and performance metrics with service providers; Communicates the status of all active information and communication initiatives, operating metrics, and material risks;
- Coaches agile teams and partners;

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- Facilitates learning programs for all departments on technology, data, and security practices and policies;
- Assists with establishing and implementing technology, data, and security policies and procedures in order to meet department goals and objectives for improving and increasing the utilization of automated systems in all county departments, and to ensure compliance with regulations and security requirements;
- Assists with the overall leadership and management of the Department of Information Services including budget preparation, rules, regulations and manuals;
- Leads and collaborates in recruitment, placement and training of department personnel;

Acts on the behalf of the Chief Information Officer in his/her absence and represents him/her in an official capacity, as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of current information and communication technology and concepts including networking, information systems, public clouds, data centers, relational database technology, business intelligence software, Oracle EBS, software as a service (SaaS) application development, desktop computing and telecommunications; thorough knowledge of public administration; good knowledge of principles and practices of agile methodologies, IT service management (ITSM), and the NIST cybersecurity framework; experience with technologies such as Jira, Microsoft Teams, Office 365, Ivanti, Azure, Microsoft SQL Server, Microsoft .Net, Microsoft Power BI, Tableau; good knowledge of County Government agencies and departments and their functions; ability to analyze data, create data visualizations, and to formulate recommendations; ability to deal effectively with Legislators and department and agency heads; ability to plan, direct and supervise professional and technical staff; ability to prepare complex narrative reports; ability to present ideas clearly and effectively both orally and in writing; tact; diplomacy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: A minimum of ten (10) years of experience leading technology teams, infrastructure networks and servers, applications development and support, help desk and client services, data center operations, and vendor managed IT services. Alternatively, any combination of training and experience deemed acceptable by the Chief Information Officer.

Suggested Standards: Bachelor's degree in Computer Science, Information Systems, Business Administration, Public Administration, or a related field; Master's degree preferred and ten (10) years of recent information systems management experience for a large organization. Project Management Professional (PMP), Certified Information Security Manager (CISM), or equivalent certifications preferred.

Juris. Class Update: 4/29/24