



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 430.0

Job Title: **CHIEF INFORMATION OFFICER**

Pay Grade: 38

GENERAL SUMMARY:

At the executive level plans, designs, develops, implements, coordinates, monitors and changes, as needed, all aspects of the City's information systems and information technology functions. Responsibilities include development and implementation of long and short term strategies and tactics, establishing citywide standards, determining uniform platforms for systems, maintaining relationships and establishing credibility with City Administration and departmental management at the highest levels, project design and management, supervision and training of staff, systems design, and creation of proposals for new programs and systems.

RESPONSIBILITIES:

- Develops citywide strategic and operational plans for control, management and improvement of information systems and technology, based on departmental input. Develops, proposes, implements and monitors the approved strategic plan.
- Identifies, acquires and maintains appropriate, effective and efficient standardized organizational infrastructure for IS/IT activities.
- Provides subject matter expertise and leadership in the establishment of citywide priorities for IS/IT development, projects and needs.
- Performs at an executive leadership level, demonstrating initiative, creativity and consensus-building skills. Serves as chair or member of assigned committees and task forces, as assigned by Director.
- Maintains effective communications with all operating and staff organizations to insure that strategic plans are carried out and necessary systems and technologies are provided, improved and replaced as necessary.
- Develops and implements written guidelines, organizational IT standards and workplace methods and procedures that are both regarded as standards of good practice in the industry and supportive of city and department goals.
- Identifies and implements appropriate systems (mainframe, microcomputer, personal computer, PC networks). Oversees implementation of all major citywide systems.
- Plans for and insures security of corporate data and systems.
- Prepares annual IS/IT budget and establishes controls to stay within the budget.
- Functions as liaison on IS/IT matters to the Mayor and City Council as needed.
- Reviews all departmental strategic information plans and aligns them with citywide plans and standards.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Computer Science or a closely related field. A Master's degree in Computer Science, Business Administration, Public Administration or a closely related field is strongly preferred.

Four years of significant management experience in an IT organization comparable to the City of Houston may substitute for the above education requirement.

EXPERIENCE:

Five years of increasing responsibility in managing one or more major information processing functions in an organization of comparable size and complexity are required.

COMPLEXITY:

Work is very nonstandardized and moderately broad in scope, involving many complex and significant variables. Complex analytical ability and inductive thinking are required in adapting policies, procedures and methods to fit unusual and very complex situations. Ability to manage personnel and projects required.

IMPACT OF ACTIONS:

Errors in work could lead to major costs and problems, and could significantly affect short-term results of the City. Work is typically performed with policy direction and may recommend policies in the immediate functional area. The individual may also assist with setting goals and objectives for the functional area under his/her control.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Deputy Director or the equivalent. This position is typically over the Assistant Directors and reports directly to the Chief of Staff. This level of supervision has a very significant level of input concerning personnel actions such as hiring, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as a Deputy Director or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Deputy Directors and occasionally with Department Heads/Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Chief Information Officer

Effective Date: July 2000

Revised: November 2016

Revised: November 2024