

CITY OF CHATTANOOGA

Classification Specification Title: Deputy Chief Information Technology Officer

Department: Technology Services

Pay Grade: GS.19

Supervision Received From: Chief Info Technology Officer

FLSA Status: Exempt

Supervisory Responsibility For: Dir. IT Security, Manager

Established: 6/29/07

Enterprise Applications, IT Business Manager, Asst. Dir. IT

Revised Dates: 4/1/25;

Project Management, Smart Cities Dir., Asst. Dir. IT Ops., Dir 11/15/24; 10/20/23; 11/7/07

IT Infrastructure

CLASSIFICATION SUMMARY:

The Deputy Chief Information Officer (DCIO) is a pivotal leadership role, partnering with the Chief Information Officer (CIO) to steer the overall planning, implementation, and management of the organization's technology vision and operations. The DCIO collaborates closely with the CIO to ensure IT initiatives seamlessly align with the organization's strategic goals and objectives. They also play a key role in assisting with strategic planning for the day-to-day operations of the Information Services Department. Responsibilities encompass contributing to the establishment of enterprise-wide technology direction, providing leadership, managing change and risk, cultivating positive relationships with other City departments, and staying at the forefront of emerging technologies and IT trends. This role operates with general direction, working towards overarching goals and policies.

SERIES LEVEL:

The Deputy Chief Information Officer is the first level of a two-level Information Services executive management series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Leads and empowers the Technology Services team by prioritizing and assigning tasks, conducting performance evaluations, facilitating professional development, ensuring adherence to policies and procedures, fostering a safe and healthy work environment, and making recommendations on staffing decisions.

Provides strategic direction for day-to-day Technology Services operations, including planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and service offerings. Ensures compliance with all relevant federal, state, and local laws and regulations, coordinates cross-functional activities, and fosters collaboration across service areas.

Collaborates in the development and execution of long and short-term strategic plans, ensuring that Technology Services activities align with and support broader organizational goals and objectives, including the integration of emerging technologies.

Monitors and analyzes the progress of strategic plans, measuring outcomes against established benchmarks. Works closely with internal management to define and refine organizational goals and objectives.

Participates in budget forecasting, preparation, and administration; develops cost estimates for budget proposals, provides detailed justifications for budget items, and diligently monitors and controls expenditures to ensure optimal financial management.

Coordinates and manages of complex, cross-functional projects and critical systems implementations; meticulously tracks the progress of high-priority initiatives to guarantee timely completion and the delivery of high-quality products and services.

Provides proactive oversight of work unit operations and performance, identifying and resolving operational challenges. Takes the initiative to design and implement policy and procedural enhancements to drive continuous improvement.

Conducts comprehensive research and analysis on a wide range of city-wide information technology issues, providing valuable insights and recommendations to inform decision-making.

Maintains a status of work in progress and completed projects, providing expert technical guidance and support to resolve complex problems and investigate potential service quality issues.

Fosters strong relationships and open communication with internal departments, external consultants, vendors, agencies, regulatory bodies, and the public to ensure seamless coordination, effective information exchange, and swift issue resolution.

Collects, monitors, and analyzes operational, administrative, and statistical data, including productivity metrics. Generates insightful reports, charts, graphs, procedures, and documentation to inform data-driven decision-making and identify areas for improvement.

Evaluates emerging equipment, hardware, and software specifications. Engages with manufacturers and vendors to explore the latest technological advancements and their potential applications for the City.

Serves as a trusted technical advisor to employees and contractors, providing expert guidance and ensuring compliance with all applicable contract terms and conditions. Authorizes contractor payments in accordance with established procedures.

Represents the City and the Department at a variety of internal and external meetings, public events, training sessions, committees, and other functions to share information, gather insights, and build strong relationships. Serves as the Chief Information Officer in his/her absence.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Computer Science, Business Administration or closely related field and seven (7) years previous experience that includes information system management, systems programming, project management and/or applications development, with two (2) years experience in an IT management position; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

A valid Driver's License.

KNOWLEDGE AND SKILLS:

Knowledge of managerial and leadership principles and practices; municipal government structures and operations; advanced network concepts; applicable Federal, State and Local laws, ordinances, codes, rules, regulations, standards, policies and procedures; telephony systems capability and integration with data networks; budgeting principles and practices; long-range systems planning; structured project methodologies and project planning tools; inventory management principles; contract maintenance principles; computer systems operations and relational database concepts.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; developing and managing budgets; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures; analyzing and planning enterprise-wide technology systems; using computers and related software applications; managing maintenance and purchasing processes; analyzing complex business and technical problems and making appropriate recommendations based on findings; managing complex and high profile projects; developing strategic plans and communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require talking, hearing, and seeing.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.