

CITY OF CHATTANOOGA

Classification Specification Title: Director Business and Finance Management

Department: Technology Services

Pay Grade: GS.16

Supervision Received From: Chief Information Officer **FLSA Status: Exempt**

Supervisory Responsibility For: Administrative Asst, **Established: 12/11/2023**

Fiscal Analyst, Inventory Coordinator, Accounts **Revision Date: 12/09/25;**

Coordinator, Lead Technical Trainer, Technical Trainers **6/10/25**

Project Manager

CLASSIFICATION SUMMARY:

The incumbent in this classification is responsible for leading city-wide technology procurement, developing city-wide technology training programs and initiatives, and creating the yearly IT budget for both the Department of Technology Services (DTS) and the City. Directs and actively negotiates favorable supplier pricing and contract terms. Conducts detailed financial planning for the implementation and upkeep of all technology solutions city-wide. Oversees the administration of the City's technology asset inventory. Fosters and maintains strategic relationships with staffing firms to recruit leading IT professionals. Directs all aspects for internal and external grant management, funding, reporting, contracting, and compliance. Establishes Key Performance Indicators (KPIs) to improve efficiency and optimize operations. Acts as the official Local Agency Security Officer (LASO), responsible for enacting and enforcing security regulations and processes related to Criminal Justice Information Services (CJIS). Responsible for special departmental and citywide project assignments. Acts as proxy in the absence of CIO and DCIO as assigned.

SERIES LEVEL:

The Director Business and Finance Management is a stand-alone position.

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.)

Directs the day-to-day operations of the Business Operations Division. Prioritizes and assigns work, ensuring timely completion of assignments with high-quality and consistent with established policies and procedures. Provides technical leadership, mentoring and coaching for all employees. Prepares annual technical skills training and certification plans for relevant team members and ensures completion.

Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Directs, develops and executes strategic action plans for IT Technology Purchasing across the City for

all departments and requirements. Establishes the technology evaluation and buying processes and tools for use in conducting market-based assessments of new technology as well as specific evaluation of technologies already in use within the City that could satisfy new requests without new purchases and expenditures being made. Develops and enforces related policies and procedures.

Directs, develops and executes a strategic roadmap for the City's IT Training needs and requirements aligning with the City's overall strategic goals, the IT strategic plan, and the unique needs of various departments. Develops productive relationships with department heads and other leaders across the City to listen, learn, and to understand how the technology training needs of the City are being met, where there are gaps, and new needs emerging. Uses this information to direct the IT training team and to evolve the focus of resources, improve the related curriculums being developed and delivered and bolster the strategic roadmap.

Directs the development and preparation of the Technology Services departmental budget to include a detailed breakdown of personnel salaries and benefits; strategic planning, allocation and management of operational expenses as well as capital budgeting initiatives; and the financial management and oversight of all grant programs.

Plays a critical role in aligning the departmental budget with the broader financial objectives of the city. Works in close collaboration with the Chief Information Officer (CIO) to establish and refine annual spending priorities, ensuring they are fully aligned with both the overall goals of the city government and the comprehensive IT strategic plan. This involves a detailed understanding of the city's financial landscape and the evolving technology needs of the organization.

Directs and oversees all related contract and pricing negotiations with suppliers, working closely with the City Attorney's Office on contracts and SOWs and negotiating directly with suppliers to obtain the best cost for the City. Develops and refines agreement language and term implementation, ensuring city protections and alignment with strategic objectives and legal standards. Requires deep understanding of technology and legal frameworks, effective stakeholder communication, strong negotiation skills, and attention to detail to finalize advantageous, legally sound agreements that safeguard city investments and facilitate technological progress.

Directs and manages financial planning, forecasting, and renewal management (contract and pricing negotiation) for all technology applications, platforms, and software used throughout the city. Scope includes every application, software, and product across the City requiring supplier licensing, hosting, maintenance, and support. Collaborates with the CIO, department administrators and finance managers from every City department to address all renewal budgeting needs and to maintain daily technical operations for these applications.

Directs the City-wide IT asset inventory management system, tools, processes and people. Develops and directs processes that ensure the physical security of millions of dollars of inventory and provides for the capturing of key asset information within a system of record. Ensures that DTS and all other city departments renew relevant equipment within end-of-support-life (EOSL) timelines. Directs the proper destruction of electronic equipment and provides for the responsible resale of assets that have remaining value that can be captured to offset city costs.

Establishes and directs partnerships with external staffing agencies for use by DTS. Provides comprehensive oversight of administrative and financial duties for contract positions, encompassing candidate paperwork, hiring and termination procedures, pay rate setting, payroll, yearly budget preparation, and vendor agreement management.

Oversees comprehensive financial management for all departmental grants, which includes both internally managed grants and those executed in partnership with a diverse range of external organizations. Ensures meticulous oversight of funding utilization and compliance consistent with local, state, and federal laws and regulations. Directs and manages all aspects of contractual agreements, addressing fiscal obligations and maintaining strict adherence to established reporting standards to ensure transparency and accountability. Uses a deep understanding of government regulations, financial principles, and inter-organizational dynamics to successfully navigate the complexities of grant management and maintain strong relationships with funding agencies and grant partners.

Acts as the Local Agency Security Officer (LASO). Directs the development of policies and procedures that ensure the City of Chattanooga's compliance with the FBI's CJIS Security Policy, including personnel security, physical security, network security, and data handling procedures for Criminal Justice Information (CJI). Collaborates with other DTS divisions and the Chattanooga Police Department to accomplish these outcomes, as well as the Tennessee Bureau of Investigation (TBI) as required.

Establishes key performance indicators (KPIs) that provide actionable insight into the operation of city-wide technology purchases, inventory management, DTS budget management and the city-wide technology training program for the City. Uses KPIs to direct and implement proactive measures that optimize use of CAPEX and OPEX. Communicates key metrics regularly to CIO, team members, key stakeholders and others as required.

Oversees and directs periodic audits of the IT asset inventory to ensure adherence to policy and visibility to any inventory management issues or concerns. Ensures compliance with Safeguarding Member Information Standards and Procedures and City policies to guard against unauthorized users and to prevent the introduction of any undesirable or destructive software into the inventory management system infrastructure, or extraction of data out of the system.

Plans for and develops disaster recovery and business continuity plans tailored to the City's environment, considering local and regional risks and constraints. Department representative and proxy for emergency response to the City / Hamilton County Emergency Operations Center when EOC is activated. Responsible for multi-area disaster recovery team representation, First Responder partnerships and City infrastructure recovery.

Oversees and directs special departmental projects as assigned by the CIO and DCIO. Collaborates with internal and external partners to meet project goals and project completion. Project management includes planning responsibilities, design implementation, financial liabilities, budget forecasts, project milestones, applicable contracts, administrative responsibilities management presentations.

Builds, mentors, and leads a high-performing team. Develops annual plans and goals for the team.

Monitors progress against goals, provides feedback and coaching as required. Supervises and reviews team performance and provides effective coaching and counseling when required. Builds and executes annual technical skills training and certification plans for each team member, ensuring completion. Creates an efficient work environment that is conducive to teamwork, collaboration, and encourages good communication between employees and management. Fosters a culture of accountability, innovation, and collaboration among the team.

Establishes an efficient and high-performing work environment focused on leveraging the city's technological advantages to deliver City services. Develops annual plans and goals for the team. Monitors progress against goals, provides feedback and coaching as required. Conducts performance conversations and reviews on a regular basis consistent with Department and City policies and practices. Maintains a healthy and safe working environment.

Works with the CIO to develop and review supplier SOWs and related contracts for all city-wide technology purchases and grant-related programs. Prepares cost estimates for operating and capital expense recommendations and related justifications. Monitors and controls budget expenditures. Stays informed about relevant technology trends in the public sector and identifies opportunities to leverage new capabilities to improve City services and operations within the scope of Business Operations. Monitors emerging trends and advancements in inventory management, technology purchasing and training platforms relevant to the City. Recommends to the CIO which trends and technologies need to be incorporated into annual and multi-year plans.

Directs, reviews and participates in the development of a variety of reports, work papers, communications, schedules and/or other related documents to and from internal departments, governmental entities, external agencies, contractors and/or other interested parties concerning compute and storage infrastructure operations.

Collaborates with internal departments, applicable Boards and Commissions, task forces, advisory groups, the general public, external agencies, external consultants/contractors, attorneys and/or other interested parties to direct activities, review work, exchange information and resolve problems.

Ensures compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities between multiple service areas and working to integrate and coordinate service areas.

Establishes, develops and maintains business / supplier relationships in both the private sector and governmental sector including national organizations, international corporations, state level partnerships and federal level partnerships.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head. Meets regular attendance requirements.

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.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Business Management/Administration, Finance with ten (10) years of progressive experience managing/supervising operations, training, and financial staff in mid-sized organizations; or any combination of equivalent experience and education. At least seven (7) years negotiating complex contracts and pricing arrangements, preferably in a government context with at least five (5) years of private industry experience; or any combination of equivalent experience and education. At least seven (7) years of governmental financial planning and general fiscal/budget development and budget operations experience required, with budgets of at \$10M in size; or any combination of equivalent experience and education. At least seven (7) years of experience in a leadership role overseeing and managing teams of people in a customer-service oriented context, preferably within government settings or organizations serving a large community of users; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Preferred

Certified Government Financial Manager (CGFM)

Information Technology Management and Leadership Professional (ITMLP)

Criminal Justice Information Services awareness training (CJIS)

ITIL Certifications

CompTIA Certifications (Security+, Network+, Infrastructure+)

Project Management Professional (PMP) or CompTIA Project+

Six Sigma or Lean/SixSigma Green Belt

KNOWLEDGE AND SKILLS:

Knowledge of customer experience, managing high-performing teams and vendor relationships, navigating government IT regulations, strategic technology planning, managerial and leadership principles, municipal government operations, budgeting, and long-range planning; project management principles and practices, technology development methodologies, problem-solving methods, workflow and process analysis, enterprise software applications, contract negotiations and tracking, finance and budgeting (preferably in IT), computer software applications, report preparation and presentation, negotiation and communication skills, interpersonal skills, policy and procedure development, meeting facilitation, problem analysis and resolution, and conflict mediation.

Skilled in exceptional leadership, communication, team-building, and project management; analytical, problem-solving, strategic planning, project management, and adaptability; computer proficiency, financial decision-making, and financial reporting analysis.

Ability to manage multiple priorities, work in fast-paced environments, and produce stakeholder reports.

PHYSICAL DEMANDS:

Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

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. May need to move around multiple locations throughout the City for work-related collaboration.

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.