

CITY OF LINCOLN

CHIEF INNOVATION AND TECHNOLOGY OFFICER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Reporting to the City Manager, the Chief Innovation and Technology Officer (CITO) will lead all communication divisions, geographic information systems (GIS) and information technology services city-wide. The Chief Innovation and Technology Officer will be responsible for planning, organizing, directing, and supervising assigned divisions including strategic planning and optimizing the Department for maximum effectiveness. The Chief Innovation and Technology Officer will work with internal and external partners to develop, test, organize, and encourage innovative best practices in local government administration with the goal of fostering a culture of innovation and process improvement within the City of Lincoln; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Chief Innovation and Technology Officer** is the executive level class responsible for the overall development and operation of the information technology department. A data-driven decision maker, the Chief Innovation and Technology Officer will balance pragmatism with visionary thinking, delivering strong ROI for new initiatives, processes, or technologies adopted by the City all while fostering a culture of innovation, accessibility, efficiency, and accountability of the City's information and technology systems.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the City Manager or his/her designee. Exercises direct supervision over assigned staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Serve as the City's overall technology leader and advisor in order to position the City of Lincoln to effectively respond to the rapidly changing technological environment. This requires an overall understanding of the City's business needs to best align technology to serve them.

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- Lead and develop the Information Technology Department team including allocation of staff and resources, hiring, staff development, training, terminations, and performance appraisals.
- Serve as a member of City of Lincoln's executive leadership team addressing city-wide policy, management and strategic issues, and interfacing technology with overall city operations.
- Ensure all divisions within the department provide outstanding customer service to both internal and external customers.
- Lead technology governance; engage other City departments in the technology governance committee to prioritize and accomplish city-wide technology objectives.
- Provide technology project management leadership; ensure the City's technology projects are delivered in a timely, fiscally responsible, and well-communicated manner.
- Negotiate and administer numerous technology vendor contracts for goods and services.
- Formulate, recommend, and administer policies and procedures governing the operation of Communications, Information Technology, and GIS units; establish long-range goals and implementation plans.
- Assume responsibility for planning, preparing, and administering the Information Technology Department budget including the provision of both operational and capital needs
- Keep current with trends and issues in the IT industry; advise, counsel, and educate management on their fiscal impact.
- Drive New Growth Opportunities by identifying, developing, and executing innovation strategy and roadmap that aligns with the City's short-term and long-term goals and strategic initiatives.
- Plan and execute programs that promote entrepreneurial and creative thinking within current teams that lead to the local development of innovative solutions.
- Build and Develop Process and Innovation Capabilities by developing and maintaining meaningful relationships with staff, educating and training teams on new solutions, processes, and innovations.
- Ensure timely, successful innovation initiatives by incorporating comprehensive planning and scheduling efforts, establishing key performance indicators and metrics, and evaluating program efficacy through data collection and analysis.

- Champion Innovation by establishing positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents and acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to lift equipment and materials weighing up to 25 pounds or more.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Chief Innovation and Technology Officer**. A typical way of obtaining the required qualifications is to possess the equivalent of ten years of progressively responsible experience in information systems with at least five years of management or supervisory experience of a nature similar to those utilized by the City of Lincoln, and a Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, electronics, or a closely related field.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Thorough knowledge of the principles and applications of information technology tools, including planning and development of information and telecommunications systems applicable to municipal government and similar service-based organizations; trends in business and management information systems technology; principles of training and effective instruction; telecommunication and voice mail technology; principles and practices of supervision and employee development; public sector budgetary techniques and controls; policy development and implementation. Current technology and implementation techniques of local area and wide-area voice and data networking including use of high-speed digital transmission facilities. Principles methods, practices, and techniques of managing a municipal telecommunications and information system. Current technology in the areas of multi-user computer server hardware, software, and support functions. Systems supporting public safety and 911 dispatch services. Current management practices and principles, local government operations, financing and budgeting practices. Principles of management, supervision, training, and employee development. Applicable federal, state, and local laws, regulations, and reporting requirements, including related safety regulations. Principles and practices of project management, administrative analysis, and report preparation. Principles and practices of budget development and administration. Principles and practices of public administration and human resources as applied to departmental administration, including basic employee-relations concepts. Techniques for dealing with the City staff, representatives of other agencies, organizations, and the public, and resolving problems tactfully and effectively

Ability to:

Analyze problems and make decisions and recommendations on solutions; research, understand and apply proposed new technology to City operations; effectively apply related policies, procedures, and practices affecting information services; conduct needs analysis and other ongoing methods of soliciting City-wide department input regarding system efficiencies, utilization, problems, and potential solutions; identify options for achieving improvement and efficiency; develop and recommend long term plans and strategies for continued effective use of automated resources; plan and coordinate projects by identifying priorities and deadlines for completion; communicate clearly orally and in writing; clearly communicate technical information in non-technical terms; establish and maintain effective working relationships with a wide variety of people. Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions. Create and prepare a variety of written procedures and policies. Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public. Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, officials, contractors, and the public. Take a proactive approach to customer service issues. Make process improvement changes to streamline procedures. Work in a safe manner, modeling correct City safety practices and procedures; coach others and enforce adherence to safety police and procedures. Maintain confidentiality regarding sensitive information.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Salary Range:

FLSA: Exempt

Employee Group: Contract/At Will

Adopted: **December 14, 2021**