

Water Authority Position Description

CHIEF INFORMATION OFFICER

Status	Position Code	Level	Date
APPROVED	CIOF	I30	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

PROVIDE LEADERSHIP, INTEGRATIVE MANAGEMENT, AND DIRECTION FOR THE WATER AUTHORITY'S SHARED INFORMATION SYSTEMS, TO INCLUDE WATER AUTHORITY-WIDE STRATEGIC PLANNING, BUDGETING, COORDINATION AND INTEGRATING OF ALL WATER AUTHORITY INFORMATION TECHNOLOGY (IT) MATTERS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE, OR A RELATED FIELD, PLUS TEN (10) YEARS OF INFORMATION SYSTEMS EXPERIENCE DIRECTLY RELATED TO THE DUTIES AND RESPONSIBILITIES SPECIFIED TO INCLUDE THREE (3) YEARS SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL DIRECTION FROM THE CHIEF FINANCIAL OFFICER.
EXERCISES DIRECT SUPERVISION OVER TECHNICAL AND ADMINISTRATIVE STAFF.

ESSENTIAL FUNCTIONS

1. PROVIDE WATER AUTHORITY-WIDE LEADERSHIP AND DIRECTION IN THE MANAGEMENT AND OPERATION OF SHARED INFORMATION SERVICES ACROSS THE WATER AUTHORITY. LEADS OVERALL BUSINESS TECHNOLOGY PLANNING, BRINGING A CURRENT KNOWLEDGE AND FUTURE VISION OF TECHNOLOGY AND SYSTEMS. DETERMINES LONG-TERM WATER AUTHORITY INFORMATION NEEDS AND DEVELOPS OVERALL STRATEGY FOR SYSTEMS DEVELOPMENT AND HARDWARE ACQUISITION AND INTEGRATION.
2. RESPONSIBLE FOR ALL WATER AUTHORITY IT ACTIVITIES, INCLUDING INFRASTRUCTURE AND ARCHITECTURE, APPLICATION DEVELOPMENT, REENGINEERING BUSINESS PROCESSES, NETWORKS, OUTSOURCING, AND COMPUTER AND AUXILIARY OPERATIONS AND SUPPORT.
3. LEAD, GUIDE, AND OVERSEE THE WATER AUTHORITY'S INFORMATION TECHNOLOGY BUDGETING PROCESS, AND PROVIDE LEADERSHIP IN COST AND PRODUCTIVITY ANALYSIS.
4. LEAD THE PROCESS OF DETERMINING THE PRIORITIES, PROJECTS, AND FUTURE DIRECTIONS OF THE WATER AUTHORITY'S INFORMATION TECHNOLOGY (IT) FUNCTIONS. MUST HAVE THE ABILITY TO ASSESS THE COMPETITIVENESS OF NEW TECHNOLOGIES IN RELATION TO THE OVERALL GOALS AND OBJECTIVES OF THE ENTERPRISE.
5. INTEGRATE AND COORDINATE THE DEVELOPMENT AND IMPLEMENTATION OF IT PROGRAMS ACROSS THE WATER AUTHORITY TO ACHIEVE MAXIMUM WATER AUTHORITY-WIDE EFFICIENCIES AND SYNERGIES. COORDINATE THE IDENTIFICATION AND PRIORITIZATION OF REQUIRED IT INITIATIVES AMONG THE WATER AUTHORITY'S VARIOUS OPERATING COMPONENTS. PARTNERS WITH BUSINESS UNIT LEADERS, EXTERNAL PARTNERS AND SUPPLIERS TO LEVERAGE TECHNOLOGY TO ENHANCE BUSINESS OPERATIONS.
6. PROVIDES DIRECTION AND LEADERSHIP IN THE REVIEW OF PRESENT IT SYSTEMS AND METHODS, AND IN THE FORMULATION OF NEW AND REVISED SYSTEMS.
7. MAINTAINS PROFESSIONAL CONTACTS WITH OTHER PUBLIC AND PRIVATE UTILITIES, OTHER PUBLIC AGENCIES, EQUIPMENT MANUFACTURERS, AND PROFESSIONAL ORGANIZATIONS CONCERNING EXISTING AND DEVELOPING INFORMATION TECHNOLOGIES. MANAGES STRATEGIC VENDOR AND PARTNER RELATIONSHIPS. INTERACTS WITH INTERNAL AND EXTERNAL CUSTOMERS TO ENSURE CONTINUOUS CUSTOMER SATISFACTION.
8. LEADS THE PLANNING AND DEVELOPMENT OF WATER AUTHORITY-WIDE STRATEGIES FOR GENERATING RESOURCES AND/OR REVENUES FOR INFORMATION TECHNOLOGY.

9. LEAD AND GUIDE THE DESIGN, ESTABLISHMENT, AND MAINTENANCE OF THE ORGANIZATIONAL STRUCTURE AND STAFFING REQUIRED TO EFFECTIVELY ACCOMPLISH THE WATER AUTHORITY'S GOALS AND OBJECTIVES IN INFORMATION TECHNOLOGIES. IMPLEMENTS IT CONTINUOUS IMPROVEMENT PROGRAMS WITHIN WATER AUTHORITY GUIDELINES.

10. PROVIDE GUIDANCE AND COUNSEL TO THE WATER AUTHORITY'S EXECUTIVE MANAGEMENT, PRESENTATION TO THE BOARD IN THE EXAMINATION AND DEFINITION OF OBJECTIVES FOR EXISTING AND/OR PROPOSED INFORMATION SYSTEMS AND THE DESIGN OF IMPROVED SYSTEMS. ASSESSES THE RELATIVE IMPACT OF EMERGING TECHNOLOGY TO STRATEGIC BUSINESS NEEDS AND INTERPRETS THEIR MEANING TO EXECUTIVE MANAGEMENT.

11. MAINTAINS KNOWLEDGE AND UNDERSTANDING OF CURRENT AND DEVELOPING INFORMATION SYSTEMS TECHNOLOGY, EQUIPMENT, AND SYSTEMS. TRACKS A BROAD RANGE OF EMERGING TECHNOLOGIES TO DETERMINE THEIR MATURITY AND APPLICABILITY TO THE ENTERPRISE.

12. SELECT, TRAIN, COMMUNICATE WITH AND EVALUATE SYSTEMS PERSONNEL. PROVIDE OR COORDINATE STAFF TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AND TERMINATION PROCEDURES. MANAGES IT RESOURCE REQUIREMENTS TO ENSURE APPROPRIATE BALANCE BETWEEN TACTICAL AND STRATEGIC DEMANDS.

13. LEADS AND COORDINATES THE DEVELOPMENT AND IMPLEMENTATION OF INTEGRATED, STRATEGIC IT PLANS AND POLICIES FOR THE WATER AUTHORITY. OVERSEES DEVELOPMENT OF ENTERPRISE STANDARDS AND TECHNOLOGY ARCHITECTURE, TECHNOLOGY EVALUATION AND TRANSFER, AND THE IT GOVERNANCE PROCESS.

14. PROVIDES TECHNOLOGY VISION, ENABLES INNOVATION AND UNDERSTANDS THE IT TRENDS THAT CAN CREATE BUSINESS VALUE.

15. RESPONSIBLE FOR CREATING AND EXECUTING E-BUSINESS TECHNOLOGY STRATEGIES FOR THE BUSINESS. MAY DEVELOP PARTNERSHIPS WITH EXTERNAL STAKEHOLDERS IN THE DELIVERY OF CERTAIN ASPECTS OF THE E-BUSINESS DELIVERY CHAIN (E.G., SERVICE BUREAUS FOR WEB-BASED TRANSACTIONS, WEB DEVELOPMENT FIRMS, INTEGRATORS). MUST POSSESS A BROAD AND DEEP UNDERSTANDING OF INTERNET AND WEB-BASED TECHNOLOGIES AND CAPABILITIES AS WELL AS THE KEY BUSINESS PROCESSES AND SUPPORTING SYSTEMS OF THE ORGANIZATION.

16. RESPONSIBLE FOR THE PLANNING AND DEVELOPMENT OF AN ENTERPRISE INFORMATION SECURITY STRATEGY AND BEST PRACTICES IN SUPPORT OF THE ENTERPRISE'S INFORMATION SECURITY ARCHITECTURE. COLLABORATES WITH KEY BUSINESS AND IT LEADERS TO DEVELOP SECURITY AND BUSINESS CONTINUANCE STANDARDS AND ACTION PLANS. DIRECTS ALL SECURITY AUDITS AND TASKS TO ENSURE THAT THE INTEGRITY, CONFIDENTIALITY AND AVAILABILITY OF INFORMATION TO END-USERS, IS NOT COMPROMISED. ACTS AS A CORPORATE ADVOCATE FOR INFORMATION SECURITY AND BUSINESS CONTINUANCE BEST PRACTICES.

CONSULTS WITH SENIOR IT AND BUSINESS LEADERS REGARDING THEIR INFORMATION SECURITY RISKS AND RESPONSIBILITY IN MINIMIZING THOSE RISKS.

SUPPLEMENTAL FUNCTIONS

1. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

CURRENT AND DEVELOPING STRATEGIC INFORMATION REQUIREMENTS OF A MAJOR WATER AND WASTEWATER UTILITY OPERATING FUNCTIONS OF A MAJOR WATER AND WASTEWATER UTILITY STRATEGIC PLANNING AND ADVANCED LEADERSHIP SKILLS
INFORMATION TECHNOLOGY ENVIRONMENT OF A WATER AND WASTEWATER UTILITY
FINANCIAL/BUSINESS ANALYSIS TECHNIQUES
ORGANIZATIONAL PLANNING AND DEVELOPMENT SKILLS
CURRENT TRENDS AND DEVELOPMENTS IN INFORMATION TECHNOLOGY
WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

STRONG INTERPERSONAL AND COMMUNICATION SKILLS
WORK EFFECTIVELY WITH A WIDE RANGE OF PERSONNEL AND BUSINESSES
BUDGET PREPARATION AND FISCAL MANAGEMENT
ORGANIZE RESOURCES AND ESTABLISH PRIORITIES
DIRECT MULTI-DEPARTMENT TECHNICAL AND ADMINISTRATIVE STAFF
IDENTIFY AND SECURE ALTERNATIVE FUNDING/REVENUE SOURCES
PROVIDE STRATEGIC GUIDANCE AND COUNSEL TO PERSONNEL IN THE ASSESSMENT AND DEVELOPMENT OF EXISTING AND/OR PROPOSED SYSTEMS DEVELOP REQUESTS FOR AND EVALUATE PROPOSALS IN REFERENCE TO LEADING-EDGE INFORMATION SERVICES
TECHNOLOGY FOSTER A COOPERATIVE WORK ENVIRONMENT

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS AND ODORS. MAY BE REQUIRED TO VISIT OFF SITE CLIENT OFFICES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS SITTING FOR PROLONGED PERIODS OF TIME.

MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.