

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

CHIEF INFORMATION OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide direction, vision, planning, resources, and coordination in management of Rutherford County's information systems needs, continually improving information resources and services in partnership with County department heads and constitutional office holders, and contributing to their delivery of quality services to the citizens of Rutherford County. Responsibilities include conducting project management, assisting with budget preparation for the entire County, supervising assigned employees, providing information and assistance, and performing other tasks as assigned. Reports to County Mayor and constitutional officers.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processes employee concerns and problems, directs work, counsels, disciplines and completes employee performance appraisals.

Directs Information Technology operations; evaluates the overall effectiveness and efficiency of the department's provision of information services and management of computer resources.

Coordinates the operations and service delivery of all County Information Services resources; assists departments in utilizing information technology for the more efficient achievement of the County's mission.

Administers all phases of information systems planning on a county-wide basis, including feasibility studies, request for proposal preparation, equipment/software selection, removals and upgrades, contracting procedures, and utilization reviews.

Consults with County Mayor, County Commission, county officials, department managers, and other officials to review information systems operations/activities, reviews/resolves problems, receives advice/direction, and provides recommendations; acts as a resource for the County Commission and County Mayor in appropriating funding for technology-related expenditures.

Develops strategic objectives for the utilization of the County's information resources during the program planning process; implements strategic objectives by means of resource acquisition and allocation; plans resource acquisition to maximize value and manage risks.

Provides vision and leadership to assess potential areas of opportunity in which OIT could facilitate delivery of County services; demonstrates and/or explains how information technology can enhance mission accomplishment.

Manages information and workflow between County departments; monitors and evaluates OIT performance County-wide.

Oversees development and maintenance of guidelines for overall management of information systems.

Coordinates the planning and budgeting of information resource acquisitions with the County Mayor; periodically conducts project assessments to determine progress toward completion and the realization of benefits.

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Assists with oversight of the County's negotiation of its local franchise agreement with cable providers.

Oversees formulation and maintenance of budget planning and implementation for the department; monitors expenditures to ensure compliance with approved budget.

Coordinates departmental level resource management; allocates resources based on the needs of the County Government.

Consults with county department directors in preparing information system operating budgets; assists in correlating related budgets with county-wide information plans, goals, and objectives.

Serves as a technology resource for all county agencies; coordinates communications among county agencies.

Oversees coordination, development, and maintenance of the County's Internet presence; acts as webmaster for the county's Internet and Intranet systems.

Monitors and assists with administration of the county's UNIX financial system.

Directs and oversees development of county geographic information systems.

Oversees and ensures preservation, collection, and appropriate availability of all county data; coordinates operation of imaging systems and preservation of electronic archives.

Develops and maintains procedures for disaster recovery of information systems; conducts/coordinates disaster recovery drills in conjunction with other county agencies.

Schedules acquisition and installation activities pertaining to large projects.

Operates various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, CD-ROM drives, modems, and scanners; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Oversees provision of technical support, training, information and assistance to end users (on-site and by telephone) for hardware and software operations; assists in troubleshooting and resolving problems; assists county departments with special computer-related projects.

Works closely with technology vendors and technical service providers; oversees communications with hardware/software service representatives and technical support representatives; provides information concerning operational and/or mechanical problems as appropriate.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities; documents status of repairs.

Prepares or completes various forms, reports, correspondence, presentations, charts, graphs, spreadsheets, performance evaluations, budget documents, or other documents.

Receives various forms, reports, correspondence, budget reports, time sheets, leave requests, network system reports, diagnostic reports of system devices, schematics, layouts/drawings, technical support documentation, specifications, manuals, reference materials, product guides, directories, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

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Communicates with County Mayor, employees, other departments, county officials, system users, vendors, service representatives, the public, the media, outside agencies, and other individuals as needed to coordinate work activities, forge partnerships, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends meetings; serves on committees as needed; makes speeches or presentations.

Maintains a general understanding of a variety of computer operating systems, programming languages, and software programs, which may include Unix, Netware NOS, Cisco IOS, Windows 95/98/NT, DOS, Visio, word processing, spreadsheet, database, networking, network analysis, system security, communications, diagnostic, Internet, or other programs, and how their use can be deployed for maximum benefit.

Maintains an understanding of the functions and documentation of specific county departments to provide necessary support for computer systems, programs, and functions.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession, and monitors their potential impact on the county; reads professional manuals and publications to increase knowledge of computer operations; reviews technical manuals, documentation, and publications; maintains professional affiliations; attends workshops, conferences, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Makes site visits to various county departments/locations as needed; operates a motor vehicle to conduct site visits or other work activities.

Coordinates calendar activities, to include planning/scheduling departmental and county-wide activities and communicating with parties involved as appropriate.

Performs general/clerical tasks, which may include answering telephone calls, making copies, or sending/receiving faxes.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Master's degree in Management Information Systems, Business Administration or closely related field; supplemented by five (5) years previous experience and/or training that includes multi-site or multi-agency information systems management, computer operations/maintenance, network systems administration, budget administration, and supervision; or any equivalent; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Experience in a Government setting is preferred. Must possess and maintain a valid Tennessee driver's license. Special assignments may require a background check and fingerprinting.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (10-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents.

PHYSICAL DEMANDS ANALYSIS

1. SITTING

Tasks: Working at a computer, attending meetings

Estimated Total Hours: 6 **Maximum Continuous Time:** 2

2. REACHING

Tasks: Office activities

Hands Used: RIGHT LEFT **BOTH X**

3. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting		X
Computer Monitor Screen Glare	X	

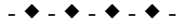
Inside Building	<u>95</u> % of time
Outside	<u>5</u> % of time

4. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning	X	
Handling Trash	X	

5. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Constant
Grasp		X	
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Constant



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date