

**CITY OF AURORA
JOB DESCRIPTION**

**JOB CODE: 280
SALARY GRADE: E18
EFFECTIVE/UPDATED: 7/15/2021**

DEPUTY CHIEF INFORMATION OFFICER

Definition

Under the direction of the Chief Information Officer, the Deputy Chief Information Officer serves as the second-in-command, responsible for the design, development, release and maintenance of technology systems and services for all enterprise business functions. This technical, operations-centered senior IT executive role is seen as the most trusted partner of the CIO in leading IT to become a business-oriented organization. With the deputy role focusing on the "run" aspect of IT, this enables the CIO to focus on the "grow" and "transform" aspects of IT, through working with customers, building strong relationships with senior management and key stakeholders, driving innovation and differentiated IT strategy, and improving the business value of IT. In the absence of the CIO, the deputy CIO is typically serving in the full capacity of the CIO role.

Equipment/Job Location

The noise level in the work environment is usually moderate. Performs most duties in an office environment. The employee frequently is required to sit.

Essential Functions of the Job

- Partners with the CIO in providing technology vision and direction for the enterprise.
- Oversees the development of enterprise technology standards, governance processes and performance metrics to ensure IT delivers value to the enterprise.
- Works with the CIO and business leadership team, providing in-depth technical expertise in support of enterprisewide business decisions.
- Drives development of the technology architecture, infrastructure planning, engineering and deployment.
- Provides leadership in planning and managing IT product and service development. Oversees the effective delivery of computer operations and production support, system and database administration, network operations, PC/desktop support, and customer service.
- Implements IT continuous-improvement programs within enterprise guidelines.
- Identifies and implements best practices for optimizing infrastructure and operations costs, improving system performance, and ensuring service-level requirements are met.
- Stays current with developments in new technologies and platforms.
- Plans, implements, directs and monitors the integration of new technologies into the infrastructure.

Deputy Chief Information Officer

Job Description

- Manages IT resource requirements to ensure an appropriate balance between tactical and strategic demands.
- Directs teams of technical, professional and management staff in the successful fulfillment of IT service delivery commitments.
- Facilitates communications across IT groups, user and customer communities.
- Leads IT asset management team to ensure that assets achieve their full lifetime cycle value.
- Develops and manages strategic vendor and partnership relationships.
- Negotiates contracts with vendors and authorizes procurement.
- Formulates IT policies, procedures, and performance management processes and measures.
- Directs the preparation, review and consolidation of IT business plans, budgets and forecasts.
- Regularly reviews IT costs and cost structures for IT services and products. Ensures that financial implications of IT projects and activities are communicated to the proper IT and business executives.
- Directs risk evaluation and compliance management processes.
- May oversee the executive of high impact, enterprisewide, strategic programs or initiatives.
- May oversee IT workforce management, including sourcing, training and development of staff.
- May assume full CIO responsibilities (or those responsibilities as directed) during the CIO's absence.
- Performs other duties as directed.

Required Knowledge and Abilities

- Strong leadership capability, executing as appropriate in the areas of responsibility
- Extensive knowledge of infrastructure planning and operations, design, and deployment, as well as system life cycle management
- Expertise in budget planning, financial management and resource management
- Broad knowledge of current and emerging technologies, technology directions and strategic application to business needs
- Strong business acumen and business planning skills
- Exceptional project management skills, including the ability to effectively deploy resources and manage multiple projects of diverse scopes in a cross-functional environment
- Ability to improve operational efficiency, service delivery and information management across all lines of business and technology platforms
- Excellent oral and written communication skills, including the ability to explain technology solutions in business terms, establish rapport and persuade others

Deputy Chief Information Officer

Job Description

Qualifications for Hire

- Bachelor's degree in Computer Science and at least 7 years work experience in all phases of computer operations
- 15 or more years in IT and business/industry
- Five to seven years of leadership responsibilities
- Five or more years in business/industry, managing multiple, large, cross-functional teams or projects, and influencing senior-level management and key stakeholders
- Extensive experience in managing infrastructure and operations
- Requires possession of a valid Illinois driver's license.