



## City of Lake Oswego, Oregon

### Job Description

#### CHIEF TECHNOLOGY OFFICER

**FLSA Status: Exempt**

**Union Representation: Non-represented**

**Salary Grade: 620**

**Job Code: 1135**

#### Summary

Under general direction of the Assistant City Manager, plans, organizes and directs the City's information programs and systems. Provides computer, telephone and network support to system users, and evaluates City and departmental needs and requirements, and ensures delivery of services.

#### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Supervises and provides direction and technical assistance to assigned support staff on all network and telecommunication issues, including prioritizing and developing work plans, evaluating staff performance, monitoring progress on projects, interpreting policies and procedures, establishing standards, making hiring and termination recommendations, making pay rate change recommendations and providing training and development for staff.
2. Provides computer support to all system users such as problem resolution, operational enhancement and provision of computer resources to meet the needs of the users. Determines likely causes of problems, the best solution, alternative solutions and resources required.
3. Performs computer network administration including overseeing disk space and memory management, backup schedules, e-mail delivery, user access, security, performance standards and problem resolution.
4. Oversees and participates in the implementation of City's data automation plans including determining priorities, schedules, resource acquisition, vendors, project management and establishing and enforcing system policies and procedures.
5. Oversees network security including ensuring network integrity, file protection, virus detection and elimination and intruder detection and prevention.
6. Plans City's data automation architecture by evaluating current and anticipated departmental and City requirements. Determines requirements necessary and evaluates alternatives in order to develop pan automation system which performs quality work and remains within budget.
7. Prepares the annual budget for Information Services including determining services, capital purchases and allocation of resources. Monitors departmental expenditures and evaluates service effectiveness.
8. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- Management theories and principles.
- Budgeting theories and principles.
- State and federal laws governing public information and the privacy act.
- Computer network structures.
- Network operating structures.
- Detailed knowledge of computer hardware, software and peripherals.
- Problem resolution techniques.
- Personal computers and related software applications

### **Skills and Abilities to:**

- Apply management theories and practices.
- Prepare budgets.
- Track and record expenditures.
- Administer computer network operations systems.
- Make presentations.
- Write technical reports.
- Resolve conflicts.
- Promote positive public relations.
- Utilize communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to perform supervisory duties, to exchange or convey information and to receive work direction.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Bachelor's degree in Computer Science, plus specialized training in network administration and at least five years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### **Licensing and Other Requirements:**

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

### **Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work (IT department): Exerting up to 35 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.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**Employee**

**Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*