



## JOB DESCRIPTION

### Technology Officer

Date Prepared: December, 2021

**SUMMARY:** Under limited supervision, plans, directs, coordinates, and oversees the organization's integration, designing, implementation, management and enhancement of information systems and services of the City; serves as the primary individual responsible for Technology, Management, and Geographic Information Systems while performing related duties, as required.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Provide overall management of the City's Information Technology Department.
- Use feedback provided by staff and the general public to make improvements and adjustments to technology.
- Provide technical guidance on high priority projects and advise City management of trends in information technology.
- Work closely with stakeholders to establish the strategic long-term goals, policies, and procedures of the City's Information Technology Department.
- Lead digital transformation within the City by encouraging the use of technology where possible; assist departments to use technology in a profitable manner.
- Monitor and validate technology value and predict a return-on-investment; provide long-term strategic direction regarding City technology.
- Assist departments and divisions with business process reviews and improvement.
- Resolve procedural and operational technology problems by communicating with City management and proper personnel.
- Oversee and/or participate in project management for both new system implementations and enhancements to existing systems and services.
- Direct, oversee, and participate in the development of the Information Technology Department's Annual Work Plan.
- Develop and apply department policies and procedures, short-term and long-term objectives.
- Stay informed of standards in line with legal and industry best practices and assess new and emerging technologies to determine applicability to City business services.
- Develop, track, and control the Information Technology annual operating budget and identify opportunities for the appropriate and cost-effective investment of resources including staffing, sourcing, and financing IT systems.
- Direct development and execution of a modernized enterprise-wide disaster recovery and business continuity plan.
- Oversee the preparation of the Information Technology Department budget and staffing requirements.
- Direct, oversee, and participate in the selection of consultants and vendors working on information technology projects.

- Perform strategic planning for long term forecasts of technology trends and issues.
- Research, discover, and implement new technologies that yield competitive advantage.
- Develop quality assurance and data protection processes, including the implementation of proper cyber security methodologies.
- Direct development and implementation of security policy, standards, guidelines, and procedures.
- Coordinate with outside consultants to conduct independent security audits.

**MINIMUM QUALIFICATIONS:**

**Education, Training and Experience Guidelines:**

Bachelor’s Degree in Computer Science, Information Technology, Business Administration, Public Administration, or a related field (a Master’s degree in the same field is preferred). At least five years of professional Information Technology experience INCLUDING three years of supervisory or management experience is required; OR an equivalent combination of education, training, and experience. A Master’s degree may substitute for three years of experience.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

- Must possess a minimum of a valid California Class “C” driver’s license upon hire and maintain throughout the length of employment with the City of Victorville.

**Knowledge of:**

- City policies and procedures.
- Knowledge of current technology trends and capabilities as they relate to hardware and software solutions.
- Principles and practices of public administration, effective employee supervision, administrative management, project management, and strategic planning.
- Local government operational procedures and practices, including land management, asset management, utility management and billing.

**Skill in:**

- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Establishing and maintaining cooperative working relationships with City Manager, executive staff, department heads, managers, supervisors, employees, elected officials, external public and private agencies, consultants, vendors, suppliers and the general public.
- Applying safe work practices.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in an office environment and in close proximity to other workers; employee must be physically present at the office to perform their duties. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

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Department Head Approval

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Date

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Personnel Officer Approval

\_\_\_\_\_  
Date

