

DEPUTY CHIEF INFORMATION TECHNOLOGY OFFICER (IBO)

Duties and Responsibilities

This is a management class of positions. All incumbents perform related work.

Under executive direction from the Chief Information Technology Officer and the senior management team, exercises administrative responsibility for agency-wide IT systems and resources.

Examples of Typical Tasks

Directs and implements standards and procedures for all IT systems, including procedures for initiating and implementing requests and assigning priorities, and forecasting techniques for determining present and future work-loads and schedules, and ensuring adherence to time schedules for project completion and objectives.

Implements and troubleshoots wide range of sophisticated and comprehensive data base technology, including software, data dictionaries and data libraries, supports all system users in the construction and design of databases and training applications, including highly sensitive and confidential databases.

Provides technical support, troubleshooting, and problem resolution for all users with respect to network connectivity and all desktop, laptop and server operating systems and applications, and performs server maintenance and systems administration.

Develops and implements formal documentation standards, system design guidelines, telecommunication guidelines and computer security standards for all agency users.

Represents IBO at meetings and conferences concerning IT policy and operational issues and agency activities.

Stays up-to-date with the latest trends and technologies in identity management, access management and cybersecurity.

Oversees all computer hardware and software purchasing, ensures hardware compatibility for all system users, and reviews proprietary software systems to ensure productivity, so as to maintain state-of-the-art IT capabilities throughout the agency.

Initiates and reviews all contracts for outside IT consultant support.

Performs related duties at the request of the Director and Chief Information Technology Officer.

DEPUTY CHIEF INFORMATION TECHNOLOGY OFFICER (IBO) (continued)

Qualification Requirements

1. A baccalaureate degree from an accredited college or university and four years of satisfactory, full-time progressively responsible experience using information technology in computer applications programming, systems programming, computer systems development, data telecommunications, database administration, planning of data/information processing, user services, or area networks, at least 18 months of this experience must have been in an executive, managerial, administrative, or supervisory capacity in the areas of computer applications programming, systems programming, computer systems development, data telecommunications, data base administration, or planning of data processing or in the supervision of staff performing these duties.
2. An associate degree, and six years of satisfactory full-time experience as described in "1" above, including at least 18 months of the executive, managerial, administrative, or supervisory experience described in "1" above.
3. Education and/or experience which is equivalent to "1" or "2" above.

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.