

CHIEF TECHNOLOGY OFFICER

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Integrated Technology Services Department; plans, directs, and implements the development, design, installation, operation, analysis, maintenance and remediation of instructional and administrative technology systems; designs, plans, coordinates and directs County Office of Education (Office) technology projects; directs projects, personnel, communications, support services and information to meet Office and school district technology needs and ensure smooth and efficient department operations; coordinates assigned activities with other Office divisions, departments, officials, outside agencies, and the public; fosters cooperative working relationships among Office divisions and departments, and with County school districts and various public and private groups; provides highly responsible and complex professional assistance to the Superintendent and Deputy Superintendents in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Superintendent, Business Services Division. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Integrated Technology Services Department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the Deputy Superintendent in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Office functions and activities, including the role of the County Board of Education, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Office's mission, goals, and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, directs, manages, and oversees the functions and operations of the Office's information technology programs and services including technical support, mobile and remote work solutions, application support, network infrastructure and services, project portfolio management, system integration, communication services, audiovisual and media services, hardware and software management, budget oversight, cybersecurity defenses, disaster recovery and business continuity, financial Enterprise Resource Planning (ERP) software support and student information systems data

- management, public technology initiatives, and governance.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Office needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Reviews, analyzes and identifies Office and school district technological needs including system and equipment acquisition and replacement requirements; directs and participates in the design, development and implementation of technology projects and systems; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Negotiates, acquires, and facilitates the installation of all County information technology, products, and services, and administer and monitor all contracts with information technology consultants, vendors, and installers.
- Monitors and analyzes technology programs, systems, functions and activities for financial effectiveness and operational efficiency; responds to administrative input concerning the Office's technology needs; directs the development and implementation of policies, procedures and programs to enhance the organization's financial effectiveness and operational efficiency.
- Establishes enterprise-wide cybersecurity defense strategies and programs, maintaining a continuous process for implementing, reviewing, improving and documenting security practices designed to protect the Office's information assets, systems, applications, and technologies from nefarious cyber threats; oversees and directs the development and implementation of major information technology security initiatives.
- Collaborates with other Office divisions, departments, and Superintendents' Cabinet to understand information technology needs, identify opportunities for technology enhancements, and align information technology services with Office-wide initiatives.
- Drives digital transformation initiatives, exploring emerging technologies and innovative solutions to enhance Office and school district operations and services.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings and various Office committees and advisory groups; stays abreast of new trends and innovations in the field of marketing, strategy, and communications programs and services as they relate to the areas of assignment.
- Monitors changes in laws, regulations, and technology that may affect Office or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Superintendent, Business Services.
- Maintains and directs the maintenance of working and official departmental files.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.

- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to bachelor's degree from an accredited college or university with major coursework in information technology, computer science, or a closely related field; and
- Seven (7) years of increasingly responsible experience providing professional-level support to an information technology program, including at least three (3) years in a management capacity within a full-service information technology environment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of Chief Technology Officer or Certified Educational Technology Leader certification.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Budget development, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Strategic planning methodologies and the ability to align technology strategies with organizational objectives.
- Principles and practices of project portfolio management.
- Information technology governance frameworks, policies, and compliance requirements.
- Enterprise architecture principles and frameworks to design and manage a cohesive information technology infrastructure that aligns with business goals.
- Data privacy regulations and compliance requirements.
- Cybersecurity principles, best practices, and threat mitigation strategies.
- Disaster recovery and business continuity processes and procedures
- Emerging innovative technologies and identification of their potential application in the Office information technology environment.
- Methods and techniques for the development of presentations, business correspondence, research, and reporting, and information distribution.
- Principles and practices of record keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Integrated Technology Services Department.
- Organize, manage, implement, and maintain efficient and effective information technology programs to ensure the reliability, integrity, and security of Office information systems and infrastructure.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Think strategically and solve problems to address complex technology challenges and identify opportunities for innovation.
- Evaluate emerging technologies and their practical applications for the Office, including piloting and implementing innovative solutions.
- Assess information technology risks, develop risk mitigation strategies, and establish an information technology risk management framework to protect Office assets and data.
- Develop and monitor budgets and effectively utilize resources.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.