Chief Technology Officer

Class Code: 1494
Work Days: 225

GENERAL PURPOSE

Direct, manage, supervise, coordinate, and provide strategic leadership for the programs and activities of the Information Technology Division within the Orange County Department of Education and related county schools; oversee the support of Wide Area Network and internet connectivity, educational technology, business applications, and other services for Orange County districts, Career Technical Education programs, and community colleges; coordinate assigned activities with other units, divisions, and outside agencies; and provide highly responsible and complex staff assistance to the organization.

SUPERVISION RECEIVED AND EXERCISED

1. Receives administrative direction from the Superintendent's office.

2. Exercises direct supervision over management, supervisory, professional, technical, and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Assume full management responsibility for all Information Technology activities in the Department of Education; recommend and administer policies, procedures, and technical guidelines.

2. Coordinate and direct communications, information, personnel, and resources to assure smooth and efficient activities and operations related to Information Technology; direct the development and implementation of programs, projects, services, strategies, goals, and objectives related to Information Technology

3. Provide leadership to Orange County districts and Career Technical Education programs, related to current and emerging technology; business continuity and disaster recovery; Instructional Technology; technology regulatory compliance; and student data privacy.

4. Research, manage, and develop cybersecurity protocols for datacenter for Department of Education and Orange County districts.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

5. Manage the development and implementation of the Information Technology Division goals, objectives, policies, and priorities; establish, within Department of Education policy, appropriate service and staffing levels; allocate resources accordingly.

6. Provide leadership in areas of strategic importance to OCDE such as implementing new technology and setting a technology road map for the organization**.**

7. Review, investigate, evaluate, and select new technologies for current and future business needs and ensure that all technologies comply with Department of Education standards and strategic direction.

8. Provide performance management leadership to staff; plan, direct, and coordinate with subordinate level managers to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.

9. Continuously monitor and evaluate the efficiency and effectiveness of voice, data, and video service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

10. Represent the Information Technology Division to other divisions and outside agencies; explain, justify, and defend Information Technology Division programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues.

11. Coordinate, review, and approve district technology plans in accordance with established state technology plan guidelines.

12. Coordinate and review E-rate funding resources for districts in Orange County.

13. Participate and coordinate services with other educational agencies on statewide educational network.

14. Select, train, motivate, and evaluate Information Technology Division personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

15. Plan, direct, and coordinate, through subordinate level managers, the Information Technology Division work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.

16. Manage and participate in the development and administration of the Information Technology Division budget; forecast additional funds needed for staffing, equipment, materials, and supplies; coordinate the monitoring of and approve expenditures; recommend budgetary adjustments as necessary.

17. Coordinate Information Technology support service activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Superintendent and Chief Academic Officer; prepare and present staff reports and other necessary correspondence.

18. Serve as a member of the Superintendent's Cabinet.

19. Participate on a variety of boards and commissions; attend and participate in professional group meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

20. Stay abreast of new trends and innovations in the field of Information Technology.

21. Respond to and resolve difficult and sensitive inquiries and complaints.

22. Demonstrate attendance sufficient to complete the duties of the position as required.

23. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:
1. Operational characteristics, services and activities of a comprehensive Information Technology Division.

2. Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

3. Advanced principles, procedures, methods, and techniques of cybersecurity and auditing and administration.

4. Advanced principles and practices of budget preparation and administration.

5. Methods and techniques of contract negotiation and administration.

6. Methods and techniques of evaluating service requirements and conducting cost benefit analyses.

7. Advanced Information technology processes for network communications including network computing, client/server, Internet, and related functions.

8. Advanced local and wide area network concepts and operating systems.

9. Advanced principles and practices of Web Application Development

10. Advanced principles and practices of programming languages and databases.

11. Advanced principles and practices of systems analysis, systems programming, data communications, and network concepts.

12. Advanced principles and practices of intrusion detection and security.

13. Cybersecurity frameworks.

14. Advanced TCP/IP protocols.

15. Operational characteristics and capabilities of network systems and equipment including operating systems, servers, hardware and software, hubs, switchers and related peripheral equipment.

16. Concepts, principles, practices, and operational characteristics of emerging technologies.

17. Principles and practices of project management.

18. Principles and practices of program development and administration.

Knowledge of (cont.):

19. Principles of effective supervision, leadership, training, coaching, and performance evaluation.

20. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.

2. Identify and respond to community issues, concerns and needs.

3. Provide administrative and professional leadership and direction for the Information Technology Division.

4. Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient data services.

5. Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.

6. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

7. Research, analyze, and evaluate new data service delivery methods, procedures, and techniques.

8. Initiate, conceptualize, formulate, analyze, and prepare new programs and systems.

9. Critically analyze computer and network operating procedures.

10. Prepare clear and concise administrative and financial reports.

11. Interpret and apply federal, state, and local policies, procedures, laws, and regulations.

12. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

13. Establish and maintain effective working relationships with those contacted in the course of work.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Master's degree from an accredited college or university with major course work in computer science, business, or public administration or a related field, and seven years of increasingly responsible information technology and/or systems analysis experience including four years of systems analysis, application development, cybersecurity, and/or network design responsibilities.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.

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