

CHIEF INFORMATION OFFICER

KIND OF WORK

Information technology management work.

NATURE AND PURPOSE

Under general direction, leads the department to accomplish its mission and goals through the application of information technology, to manage and direct the Division of Information Technologies in information and data processing functions and to develop communications and information systems and networks aligned with agency management plans.

Provide and evaluate structure, operations and services within technology division and related information technology functions throughout the department, which serve the agency and its customers. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Assesses all information technology functions and resources to identify problems, needs, duplication/gaps in services, etc. in the support of the agency systems.

Manages the department's information management systems to plan, develop and maintain an infrastructure to support the business needs and plans of the agency, and state systems.

Directs and manages Technology, Systems Development and Data Management Teams to ensure agency has the information systems, support services and communications networks to meet the needs of users and customers.

Leads, directs and manages overall development, enhancement and modification for agency system architecture responsive to agency and customer needs.

Leads, manages and develops staff to ensure effective and productive services.

Directs the development and administration of division budget in compliance with statewide accounting practices and in cooperation with Fiscal Services.

**Evaluates data processing project proposals and assesses project feasibility. Directs department, prepares and reviews operational reports, adjusts schedule to meet priorities, and prepares progress reports.

**Consults with users, management, vendors, and technicians to determine computing needs and system requirements.

**Meets with department heads, managers, supervisors, vendors, and others to solicit cooperation and resolve problems.

**Develops and interprets organizational goals policies, and procedures, and reviews project plans.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Technical Competencies:

Knowledge of information management technology sufficient to develop and administer large, agency-wide integrated information systems.

Ability to evaluate business operations and formulate creative solutions to the business problems faced by the agency and apply solutions and develop action plans to implement solutions through use of technology.

*Technical Expertise-Leadership is considered an authority in a technical or professional field. Has comprehensive business knowledge and involvement. Has breadth and diversity of general and position related knowledge. May be a recognized authority within the industry and/or may be a nationally recognized authority.

**Customer and Personal Service-Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

**Computers and Electronics-Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

**Communications and Media-Knowledge of media production, communication, and dissemination techniques and methods including alternative ways to inform and entertain via written, oral, and visual media.

**Number Facility-The ability to add, subtract, multiply, or divide quickly and correctly.

**Information Gathering-Knowing how to find information and identifying essential information.

**Technology Design-Generating or adapting equipment and technology to serve user needs.

**Systems Evaluation-Looking at many indicators of system performance, taking into account their accuracy.

**Processing Information-Compiling, coding, categorizing, calculating, tabulating, auditing, verifying, or processing information or data.

**Evaluating Information against Standards-Evaluating information against a set of standards and verifying that it is correct.

**Analyzing Data or Information-Identifying underlying principles, reasons, or facts by breaking down information or data into separate parts.

Work Management Competencies:

Knowledge of organizational and managerial techniques and practices sufficient to plan, organize, coordinate information functions, evaluate results and determine organizational and staffing needs.

Ability to recognize and understand the information needs of the department from a broad business perspective.

Ability to plan and maintain an effective organization sufficient to design, develop and implement information systems.

Ability to understand the reporting requirements placed on the department by the legislature, federal, state and local governments which must be accomplished through the use of information technology.

Skills in strategic management planning, collaborative business planning and the ability to develop operating plans to improve effectiveness and efficiency are essential to success.

*Strategic Planning-Balances external influences with internal activities and direction. Formulates long term plans. Leads long range strategic planning.

*Operations Management-Creates/provides the organizational infrastructure that guides and enables the accomplishment of business goals of multiple work units within the organization.

*Championing Change-Engenders a spirit of adventure. Continually encourages others to "think outside the box". Creates and reinforces a culture that facilitates continuous organizational improvement based on innovative thinking, shared experiences and learning from successes and failures.

*Analysis, Problem Solving and Decision Making-Serves as expert advisor to others. Critically challenges others to facilitate responsible decision making and calculated risk taking.

*Teamwork-Creates a team-oriented culture. Fosters an environment that values, supports and rewards teamwork; identifies opportunities for the effective use of multifunctional or multiorganizational teams.

*Managing Others-Models and reinforces management principles and organizational values, including empowerment and rewarding effective performance. Creates the environment that encourages and supports the development of current and future capabilities of employees.

**Information Ordering-The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations.

**Information Organization-Finding ways to structure or classify multiple pieces of information.

**Idea Evaluation-Evaluating the likely success of an idea in relation to the demands of the situation.

**Idea Generation-Generating a number of different approaches to problems.

**Management of Material Resources-Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

**Management of Personnel Resources-Motivating, developing, and directing people as they work, identifying the best people for the job.

**Getting Information Needed to Do the Job-Observing, receiving, and otherwise obtaining information from all relevant sources.

**Monitor Processes, Material, Surroundings-Monitoring and reviewing information from materials, events, or the environment, often to detect problems or to find out when things are finished.

Interpersonal Competencies:

Ability to establish and maintain effective working relationships.

Ability to motivate employees to work in a cooperative manner towards the accomplishment of departmental and divisional goals.

*Organizational Communication-Communicates, reinforces, and models cultural and climate characteristics needed for organizational success including diversity, open communications, collaboration and drive for results.

*Collaborative Partnerships and Networking-Initiates and nurtures longer term partnerships to gain support for current Agency activities and better anticipate future opportunities. Builds alliances with key decision-makers and influencers.

*Communication for Results-Leads negotiations. Represents the Agency interests in negotiations. Takes risks to safeguard the Agency's position.

**Interpreting Meaning of Information to Others-Translating or explaining what information means and how it can be understood or used to support responses or feedback to others.

**Guiding, Directing and Motivating Subordinates-Providing guidance and direction to subordinates, including setting performance standards and monitoring subordinates.

**Provide Consultation and Advice to Others-Providing consultation and expert advice to management or other groups on technical, systems-related, or process related topics.

**Objective or Subjective Information-Objective or subjective information is communicated in this job.

* From MN Housing Finance PROGRES Manager Job Track, Column 3

** From O*NET Dictionary of Occupational Titles, 1998