CHIEF INFORMATION OFFICER

DEFINITION

Under administrative direction of the Chief Administrative Officer and Board of Supervisors, plans, organizes, manages, and provides direction and oversight for all functions and activities of the County's Information Technologies Department while exercising visionary, county-wide leadership over information-technology strategy and operations. The incumbent establishes and leads formal IT governance, business-relationship management, and project-management frameworks; advances online citizen services, geographic information systems (GIS), cybersecurity, and regional technology collaboration; consolidates duplicative departmental systems, drives enterprise architecture standards, oversees county-wide data governance and analytics, and delivers measurable cost savings and service improvements; fosters cooperative working relationships with internal departments, elected offices, outside agencies, and the community; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Administrative Officer and Board of Supervisors. Provides general direction to division managers, professional, technical, and administrative staff through subordinate levels of management.

CLASS CHARACTERISTICS

This at-will department-head position is appointed by the Board of Supervisors. The incumbent drives strategic technology vision and county-wide alignment, oversees enterprise applications, infrastructure, data-center operations, cybersecurity, and customer-facing digital services, and is accountable for policy development, fiscal stewardship, and performance outcomes.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Lead development and execution of a County IT Strategic Plan, integrating technology roadmaps, performance metrics, and Key Performance Indicators (KPIs).
➢ Chair and re-charter the County's IT Governance Committee; guide enterprise project prioritization, risk management, and resource allocation.
➢ Direct enterprise technology operations, including cyber and physical security, county data centers, cloud services, GIS, business-relationship management, project-management offices, and online citizen-service platforms.
➢ Design and implement a County-wide Enterprise Architecture (EA) framework that eliminates redundant systems, standardizes platforms, and improves interoperability between central IT and departments that have independent IT divisions and responsibilities (e.g., Sheriff, District Attorney).
➢ Develop and enforce Service Level Agreements (SLAs) and Memoranda of Understanding (MOUs) that codify service expectations, security requirements, and cost-sharing for departments that maintain siloed environments.
➢ Identify, track, and publicly report cost-avoidance and savings achieved through consolidation, strategic sourcing, and shared licensing.
➢ Develop, recommend, and administer the department budget; conduct investment analysis for major technology initiatives.

➢ Cultivate partnerships with County departments and internal stakeholders to improve digital equity across County operations, strengthen interdepartmental connectivity, and support shared service delivery.
➢ Direct county-wide data governance, business-intelligence, and open-data initiatives to support evidence-based decision-making and transparency.
➢ Oversee large, complex vendor contracts; negotiate and manage agreements for hardware, software, and professional services.
➢ Lead business-continuity and disaster-recovery planning, testing, and improvement cycles for mission-critical systems.
➢ Assess county technology needs; identify duplication or gaps, propose consolidated or cost-effective solutions, and present findings to the Board of Supervisors.
➢ Provide expert advice to the Board and CAO on emerging technologies, legislation, security, and industry trends.
➢ Pursue grant funding and public-private partnerships to modernize infrastructure, expand broadband, and enhance cybersecurity.
➢ Represent the County before professional, civic, and regulatory bodies; articulate technology strategy and achievements.
➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Enterprise IT governance, cybersecurity frameworks, and risk-management principles.
➢ Enterprise Architecture methodologies (e.g., TOGAF), IT service-management frameworks (e.g., ITIL, COBIT), and portfolio-management practices.
➢ Business-process re-engineering (BPR) and change-management methodologies.
➢ Strategic planning, budgeting, and investment analysis for large public-sector technology portfolios.
➢ Cloud computing, data-center operations, network architecture, GIS, and enterprise applications.
➢ Regulatory and industry standards relevant to county operations, including CJIS, HIPAA, CCPA, PCI-DSS, and NIST Cybersecurity Framework.
➢ Contract negotiation, vendor-management practices, and public-agency procurement policies.
➢ Principles of leadership, supervision, project management, and performance measurement.
➢ Disaster-recovery, business-continuity, and incident-response planning.
➢ Principles of data governance, analytics, and open-data publishing.

Ability to:

➢ Develop and articulate a long-term technology vision aligned with County goals.
➢ Lead county-wide governance, facilitate consensus, and drive cross-departmental collaboration.
➢ Negotiate and execute SLAs/MOUs with departments while maintaining regulatory compliance and data security.
➢ Assess complex technical and business problems, formulate innovative solutions, and communicate recommendations to diverse audiences.
➢ Plan, organize, and direct the work of multidisciplinary staff; coach and develop high-performing teams.
➢ Analyze, quantify, and report financial and operational benefits of technology consolidation and standardization.
➢ Prepare clear, concise reports, policies, and presentations for executive and public audiences.

➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
➢ Secure external funding, manage grants, and steward public-private partnerships to advance County technology objectives

Education and Experience:
Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree in computer science, information systems, public/business administration, or a closely related field; a master's degree is desirable. A master's degree in a closely related discipline may be substituted for up to one (1) year of the professional experience listed below.

AND

Seven (7) years of increasingly responsible professional information-technology experience in a large, multi-service organization involving enterprise strategy, governance, and major project delivery. At least four (4) years must include executive-level management of personnel, budgets, and policy decisions. Experience as El Dorado County's Assistant Director of Information Technologies (or equivalent) may substitute year-for-year toward the required executive-level management experience.

Licenses and Certifications:

➢ Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to attend meetings outside of regular working hours.