

Intercity Transit

JOB TITLE: Information Systems Manager/Chief Information Officer (CIO)

BAND	GRADE	SUBGRADE
D	6	1
DEPARTMENT: Administrative Services	DIVISION: Information Systems	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Administrative Services Director	SUPERVISION EXERCISED OVER: Senior Network Systems Analyst Information Systems Analyst Database Developer Information Systems Technician Help Desk Technician	PAY GRADE: D61
SUMMARY: Plans, organizes, leads and manages the information technology activities of the agency. Responsible for providing advanced, senior-level leadership and developing the agency's short and long range technology plan.		
DISTINGUISHING CHARACTERISTICS: The CIO is responsible for the establishment and execution of the agency-wide information systems and technology strategy, and ensures its alignment with the agency's business strategy and goals. Performs senior leadership and professional level work in implementing and evaluating information systems projects and developing and implementing information systems policies and procedures. The CIO reports to the Director of Finance and Administration and supervises support staff. As a senior level manager, is responsible and accountable for the information technology functions.		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Provides oversight of the agency's information systems and all IT projects. Directs or oversees all large-scale IT initiatives to ensure agility and the achievement of specified goals and objectives. Evaluates current and proposed programs and operations and recommends actions to initiate, modify, or discontinue services/projects as appropriate.	Daily 10%
2.	Serves as the primary strategic advisor, and provides advice and guidance to agency senior leadership team and program managers.	Daily 10%
3.	Creates and maintains a culture focused on deep business alignment, accountability for outcomes, and continuous improvement. Drives transformational change and innovation while balancing business/customer, infrastructure, and technology needs.	Daily 10%
4.	Plans and directs the research, analysis, development, and implementation of appropriate system development strategies and technologies to meet short-term and long-range agency needs.	Daily 10%

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5.	Supervises, leads and mentors staff to include: prioritizing and assigning work; providing assignment oversight; conducting performance evaluations; ensuring staff training and development opportunities, ensuring employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendation. Leads IT team in developing and maintaining high levels of customer service, professionalism, individual skills, and effective team approach to work.	Daily 10% (C5)
6.	Manages day to day activities of the IS Division including technology development and infrastructure. Ensures the streamlined and stable operation of IT systems. Reviews all aspects of application system implementation, upgrades and maintenance. Includes modifications, upgrades and maintenance to infrastructure, networks, radio systems and other applications into the existing environment. Maintains and supports Video Recording systems and wireless infrastructure at all agency locations and park and ride lots.	Daily 10% (D6)
7.	Oversees the Agency's voice and data systems, including telephone system, voice mail, long distance, and wireless communications (i.e. cell phones); manage implementation, maintenance, and operation of telephone systems.	Monthly 10% (C4)
8.	Directs the purchase of standard hardware, network, software, consulting services and training; negotiate, manage and administer associated contracts and agreements; analyze financial considerations and long-term budgeting impacts. Prepares and develops annual budget; monitors and approves expenditures. Develops agency's six year Information Systems Plan and related strategies; identifies researches, develops, recommends and implements policies and procedures for information systems. Ensures most efficient and effective development of IS systems for the Agency consistent with the Agency's strategic plan, Comprehensive Transportation Strategy, and long-term requirements.	Weekly 10% (D6)
9.	Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications / technology / standards and equipment.	Monthly 10% (C4)
10.	Recommends, develops, maintains and administers information technology related policies regarding usage and security of agency information technology assets. Ensure compliance with cyber/network security systems. Monitors implementation of data recovery procedures.	Weekly 10% (C4)

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11.	Provides in-house consultant services to departments on a variety of information and database application systems. Serves on agency project teams to ensure technology requirements are identified and included at initial stages of specification development. Manages IS related third-party contracts and vendors.	Weekly 10% (D6)
12.	Ensures employees have IS tools needed to effectively perform their jobs including documentation, training, education, and report writing support.	Monthly 10% (C4)
13.	Provides back up to IS staff to ensure continuity of services and support across systems and applications which could include non-traditional work hours and on-call duties.	As Required
14.	Must meet regular time and attendance standards.	Always
15.	Performs other duties of a similar nature or level.	As Required

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Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Budgeting principles and practices;
- Technological trends;
- Computers and applicable software applications and operating systems;
- Project management principles;
- Network architecture principles and practices;
- Telephony and communications principles and practices.
- Voice and data communications, firewalls, networking, remote access, MS Exchange, and backups.

Skills (position requirements at entry):

Skill in:

- Monitoring, evaluating, coach and leading subordinate staff;
- Prioritizing and assigning work;
- Evaluating technological trends;
- Developing and monitoring technology services;
- Developing and implementing work plans;
- Developing and monitoring budgets;
- Communicating technical information to a non-technical audience;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Writing reports and business correspondence;
- Managing projects;
- Handling multiple tasks and priorities simultaneously in both every day and crisis environments;
- Maintaining strict confidentiality of sensitive files, data, and materials accessed, discussed or observed in the workplace;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, vendors, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Bachelor's Degree in Computer Science, Management Information Systems, or a related field and five years of progressively responsible information systems and network administration including two years of supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- Washington Driver's License.

Must submit to criminal background check the results of which must meet hiring criteria of the role.

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Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 8/29/11; CDiRito

Revised: 10/15/2011 Comp Class Review: HR

Revised: 2014 July; Elimination of Lead Network Analyst subordinate position

Revised: 2016 September; for recruitment /streamline/modify the essential function descriptions. CDiRito

Revised: 4/2020; Added job duties 1-4, added subordinate positions, added CIO in position title.