



City of Phoenix

DEPUTY CHIEF INFORMATION OFFICER

JOB CODE 09960

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to manage the day to day activities of a major division, or equivalent, in the Information Technology Department. The Deputy works through section supervisors to plan, organize and administer all activities of the division. The Deputy works with considerable freedom typically under the general direction of the Chief Information Officer.

ESSENTIAL FUNCTIONS:

- Coordinates with department management, staff and supervisory personnel to accomplish division goals and objectives;
- Projects manpower requirements and determines resource allocation within division;
- Establishes long and short term goals and set priorities for the division;
- Reviews employee knowledge and skill needs, and establishes or coordinates plans for training;
- Responds to and resolves complaints dealing with division personnel or service delivery;
- Researches industry practices that reflect the most effective application of information processing technology and resources;
- Writes reports from analysis of research or investigation;
- Prepares division budget and controls expenditures;
- Consults with and advises user department management on service requests and problems;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Computer systems planning and feasibility research methods.



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- Project organization, management and control.
- Supervision, personnel administration, and budgeting.
- Computer operations management, systems programming, design, electronic data processing systems, and installation or user technology.

Ability to:

- Communicate with individuals and groups in a face-to-face, one-to-one setting, or by telephone on technical and nontechnical issues.
- Analyze and evaluate feasibility and suitability of division projects.
- Produce technical and nontechnical written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees.
- Exercise a broad range of supervisory responsibility over others.
- Comprehend and make references from material written in the English language.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work assignment or location.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of responsible experience in computer applications systems development, operations, technical services, or user technology including two years of supervisory experience and a bachelor's degree in public or business administration, computer science or a related field. Other combinations of education and experience which meet the minimum requirements may be substituted.