

CHIEF INFORMATION OFFICER

DEFINITION

Plans, directs, and administers information systems to support the instructional, student information, human resources, and financial management operations of the District.

TYPICAL DUTIES

Plans and directs the activities of the information systems of the District, which include:

- Applications systems analysis, design, and programming
- Software systems analysis and programming
- Computer operations
- Data base management
- Quality assurance
- Data security management
- Information systems audit
- Computer systems support
- Voice, video, storage, and data network support
- User training and assistance

Develops District-wide long and short range plans for systems development, systems maintenance, production activities, and support services.

Chairs advisory committees composed of faculty, staff, and administration and establishes joint approaches to meeting District-wide needs for information systems support.

Evaluates the merits and costs of information system projects, establishes priorities, allocates resources, monitors the progress of projects, and makes adjustments to schedules and scope of work as needed.

Conducts studies of technological advancements in information technology, evaluates the applicability of new approaches to the information systems of the District, and initiates changes in approaches to system design, hardware capacity or configuration, and resource allocation as needed.

Establishes District-wide policies, standards, practices, and security measures to assure the integrity and reliability of computerized information, communications, and systems.

Provides technical advice and guidance to District and campus administrators and staff on the design, installation, modification, and operation of college-based information systems projects and equipment.

Directs or personally conducts negotiations for the acquisition, lease, modification, installation, and maintenance of computer software, hardware, and related products for the District's information systems.

Evaluates vendor proposals for purchases of hardware, software, and technical services to assure adherence to technical specifications and to assure that expenditures are in the best interest of the District.

Evaluates staff training and development needs and plans training and educational opportunities which will enable staff to maintain and upgrade technical skills.

TYPICAL DUTIES (Cont):

- Coordinates the implementation of user-oriented training on the capabilities, use, and availability of system data, equipment, and resources.
- Develops the budget for the Information Technology Branch and District-wide information systems expenditures and reviews and controls the expenditure of funds.
- Monitors the progress of major projects through various stages and makes adjustments to schedules or scope of work as needed.
- Serves as the technical advisor to Senior Staff and Cabinet on matters related to the information systems program of the District.
- Represents the District before State and local agencies on matters related to the information systems program.
- Prepares correspondence, reports, and presentations regarding the information systems of the District.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Chief Information Officer** is responsible for planning, directing, and administering information systems to support the instructional, student information, human resources, and financial management operations of the District.

A **Systems and Programming Manager** is responsible for managing the work of staff engaged in systems analysis, design, programming development, integration, documentation, testing and training.

A **Computer and Network Operations Manager** plans, organizes, and directs the overall operations of the District's central computer operations center as well as the local area network (LAN), metropolitan area network (MAN), and telephone operations of the District Office.

SUPERVISION

General direction is received from the Chancellor or his/her designee. General supervision is exercised over management, professional, technical, and general support staff assigned to the department.

CLASS QUALIFICATIONS

Knowledge of:

- Characteristics and capabilities of voice, video, storage, and data (both local and metropolitan) networks
- Procedures used in systems analysis and design, computer programming, systems software, and computer operations
- Enterprise Resource Planning (ERP) systems such as SAP, Peoplesoft, Oracle, etc.
- System security and access control
- Principles of database management
- Principles and practices related to system audit and security
- Federal, state, and local laws, regulations, and rules related to information technology and systems

Knowledge of: (Cont.)

- Business and management practices
- Educational and instructional applications of information technology
- Technological changes in the information technology industry
- Organization, functions, and inter-relationships of operating programs of the District
- Principles of budgeting
- Principles of supervision and training
- Principles of organization and work simplification

Ability to:

- Plan and direct a complex and integrated program of information technology
- Evaluate the feasibility, merits, and costs of information systems projects
- Establish and maintain effective and cooperative working relationships with District administration, staff, contract vendors, and representatives of other public agencies
- Anticipate conditions, plan ahead, establish priorities, and meet schedules
- React independently and promptly to situations and events
- Recognize critical elements of problems, develop and evaluate data, determine solutions, and make logical recommendations
- Analyze and express difficult concepts in oral and written communications
- Motivate, direct, train, and develop others
- Stimulate teamwork and promote cohesiveness to achieve branch goals
- Prepare effective written reports and presentations
- Effectively communicate a highly technical and constantly changing subject in understandable terms

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four-year college or university. An advanced degree with a specialization in computer science, computer information technology, computer engineering, business administration, or a closely related field is desirable.

Experience:

Five years of recent full-time paid experience in directing all aspects of a a medium or large scale information systems program which included information technology planning; system improvement; system analysis; software and hardware support; voice, video, storage, and data network support; and project development and implementation. Two years of the required experience must have been in an administrative or supervisory capacity. Experience with Enterprise Resource Planning (ERP) systems is desirable.

Special:

A valid Class "C" California driver's license must be obtained within 60 days of appointment. Access to an automobile.