

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840

Chicago IL 60602

Job Code: 5592
Job Title: Chief Technology Officer (CTO)
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No 009
Position I.D. 9500178
Shakman Exempt

Characteristics of the Position

General Overview

The Chief Technology Officer's role is to align technology vision with business strategy dictated by the Office of the President by integrating processes with the appropriate technologies. The Chief Technology Officer is also responsible for all aspects of developing and implementing technology initiatives within the Bureau of Technology. This individual maintains existing enterprise systems, while providing direction in all technology-related issues in support of the county's goals.

The CTO specifically manages the Data Center and server farms which house the technical infrastructure; The Network Control Center, which maintains the county-wide data network; The Telecommunications group which manages the county's telephone system; and The Office Technology Department which provides support to the 5000 desktop systems under the Office of the President as well as maintains a server installation. The CTO serves in a confidential advisory role and reports to the Chief Information Officer.

Key Responsibilities and Duties

Strategy & Planning

Participate as a member of BOT's senior management team in governance processes of the organization's architecture, telecommunications, networks, programming, media, and desktops.

Lead strategic technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.

Collaborate with the appropriate departments, agencies and elected officials to develop and maintain a technology plan that supports County needs.

Develop and communicate business/technology alignment plans to executive team, staff, partners, customers, and officials.

Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.

Acquisition & Deployment

Assess and communicate risks associated with technology-related investments and purchases.

Develop business case justifications and cost/benefit analyses for technology spending and initiatives.

Define requirements for new technology implementations and communicate them to key business stakeholders.

Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale.

Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.

Operational Management

Conduct research to remain up-to-date and knowledgeable in regards to industry trends and emerging technologies in anticipation of new business processes and system alterations.

Act as primary liaison for the company's technology vision via regular written and in-person communications with the organization's executives, department heads, and end users.

Creatively and independently provide resolution to technical problems in a cost-effective manner.

Develop, track, and control the technical services annual operating and capital budgets for purchasing, staffing, and operations.

Supervise recruitment, development, retention, and organization of all technical staff in accordance with corporate budgetary objectives and personnel policies.

Lead, develop and direct staff to ensure users receive timely and competent service.

Ensure continuous delivery of technical services through oversight of service level agreements with end users and monitoring of systems, programs, and equipment performance.

Ensure equipment and software operation adheres to applicable laws and regulations.

Knowledge, Skills and Abilities

Knowledge of current computer and electronic data processing systems and technology solutions to business problems. Knowledge of system analysis, computer programming and computer operations.

Must possess excellent verbal and written communication skills with demonstrated management and supervisory abilities.

Must possess the ability to establish excellent working relationships with individuals inside and outside of County government at the executive, technical, managerial and supervisory levels.

Ability to prepare annual and quarterly budget and expenditure reports and the ability to estimate resource requirements (staffing and system equipment) and cost of maintaining production services.

Ability to plan, direct and coordinate the myriad operational details and projects within the Technology organization and ensure the competent completion of all assigned tasks.

Minimum Qualifications

Graduation from an accredited college or university with Bachelor's degree, PLUS a minimum of three (3) years' experience in data processing/information technology **OR**, an equivalent combination of professional work experience, training, and education.

Preferred Qualifications

Master's degree.

Five (5) years' experience in the public sector or a large governmental organization.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

JC:0254 rev5/7/14 12/12/14