

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 0028
Job Title: Program Manager
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No.: 009
Position I.D.: 9518477
Shakman Exempt

Characteristics of the Position

General Overview

The Program Manager assumes responsibility for the strategy, development and implementation of performance management initiatives for the Bureau of Technology. The Program Manager assumes responsibility for assisting in the design and managing activities in a designated program area. Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues. This position serves in a confidential advisory role reporting to the Chief Information Officer.

Key Responsibilities and Duties

Analyzes current programs to understand its content and outcomes.

Researches industry trends and solution options.

Proposes program strategy, identifies component deliverables, delivery dates, performance metrics, and resources required to effectuate the program and policy initiatives.

Monitors and directs all day-to-day operations related to new programs and policy initiatives.

Develops various reporting systems to represent program activities, program expenses, and program outcomes. Offers recommendations related to changes in operations to maximize program effectiveness.

Confers with Director Application Development and Management and the CIO and represents the program and the department in meetings with other County departments.

Represents the office from a performance management perspective at a variety of internal meetings, public, business and organization meetings; fosters collaborative working relationships to the benefit of the program and the department.

May perform other work related to the program as assigned, including developing analysis, policies, procedures, and training materials.

Knowledge, Skills and Abilities

- Knowledgeable of business operations with experience leading project teams;
- Proven depth of knowledge, with demonstrated expertise in developing strategic programs, compliance programs, remediation programs, and collaborative programs that support large publicly funded projects;
- Proven project management skills;
- Experienced in managing a variety of project teams, including project teams comprised of internal employees, vendors, consultants, public/private partners, geographically disbursed project teams, and combinations thereof.
- Ability to implement program/project improvements through individual experience or through the use of focus groups, information exchanges, employee surveys, public hearings, etc....
- Ability to manage a variety of project teams, including project teams comprised of internal employees, vendors, consultants, public/private partners, geographically disbursed project teams, or combinations thereof.
- Excellent written and oral communication skills.
- Skilled in leading change management initiatives.

Minimum Qualifications

Possession of a high school diploma or GED certificate PLUS ten (10) years of experience in the field of information technology **OR** graduation from an accredited college or university with a Bachelor's degree plus five (5) years of experience in the field of information technology.

Preferred Qualifications

Master's Degree.

Prior supervisory or managerial experience.

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COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 0254
Job Title: Business Manager IV
Salary Grade: 23
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No 009
Position I.D. 1400689
Shakman Exempt

Characteristics of the Position

General Overview

The Business Manager IV is an executive management position with direct participation in the preparation of strategic financial planning and operations. Under the direction of the Chief Information Officer or designee, assists and advises the Chief Information Officer on various operational activities, including but not limited to procurement related functions for the Bureau of Technology and preparation of the Bureau of Technology's annual appropriation request. Works with the Chief Information Officer or designee in prioritizing capital requests and various procurements for operational and appropriation planning. Assists the Chief Information Officer in establishing financial and operational policies and procedures for the Bureau of Technology. Monitors cost efficiency, accuracy and timeliness of operations and projects as it relates to any budget related issues. Meets with the Chief Information Officer and Bureau of Technology Directors on a regular basis to develop strategic financial and procurement plans and policies as required and serves in a confidential advisory role to the Chief Information Officer. Supervises various administrative staff.

Key Responsibilities and Duties

Prepares annual appropriation request in consultation with the Chief Information Officer and prepares related financial policies and procedures.

Reviews project work plans and capital requests to ensure appropriate funding sources and that the projects are prioritized in accordance with policy initiatives as may be required.

Works directly with the Chief Information Officer or designee to prioritize capital requests and various procurements for operational and appropriation planning.

Manages Bureau purchasing operations and analyzes spending to maintain a balanced budget, approves procurements in accordance with the County's procurement rules, administers billing and payment procedures for Bureau related contracts.

Manages accounts payable functions and departmental payroll.

Supervises and coordinates activities of various administrative staff.

Assists Chief Information Officer or his or her designee in the formulation of various Bureau operational and financial policies and procedures.

Aids in preparation and performance of special financial studies and reports out on various financial and business related matters to the Chief Information Officer.

Confers with top executives in the Bureau and other County departments. Manages financial operations in accordance with capital requests, grant development and expenditures and confers representative of State, federal and local agencies.

Establishes long and short term financial goals and priorities for the Bureau in consultation with the Chief Information Officer.

Manages and generates reports from analysis of research or investigation.

Knowledge, Skills and Abilities

Knowledge of modern business systems accounting practices as they relate to large scale organizations.

Skilled in business management.

Ability to plan, direct, coordinate, and supervise activities of staff and to receive cooperation of other county executives and administrators.

Knowledge of County procurement policies and practices.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree PLUS a minimum of four (4) years' experience in finance, public administration, business, purchasing or corporate transactions **OR** an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Master's degree.

Prior supervisory or managerial work experience.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 0620
Job Title: Legislative Coordinator I
Salary Grade: 20
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. No. 1100002
Shakman Exempt

Characteristics of the Position

General Overview

Performs extensive research and advisory functions related to improving the respective Department and responding to legislative initiatives. Effectively recommends and provides data to the Director and the President or his/her designee to assist him/her in setting policy and making decisions concerning legislative initiatives. Reviews Illinois legislative issues that may have a potentially negative budgetary impact for the County relative to such legislation and provides responsive information to the Director and President or his/her designee. May assist in conducting research regarding available State and Federal funding for programs that Cook County may be eligible to apply for and advises the Director and the President of potentially innovative programs that may improve the respective Department or County initiative. Is privy to information to a sensitive and confidential nature, necessary to complete assignments for the department.

Key Responsibilities and Duties

Writes legislative analysis for proposed legislation regarding bills that will affect the respective Department; advises the Director and the President or his/her designee of constitutional, legal and budgetary issues posed by proposed State and Federal legislation so that the County may arrive at a position relative to such legislation.

Develops fiscal analysis with supporting data to be submitted to the Director and the President or his/her designee and forward to the County's lobbyists in Springfield or President designee. Analyzes potential negative budgetary impacts that proposed state legislation may have upon the county.

Reviews Federal and State legislation to research availability of grant programs that may be of interest to the County in terms of innovative programs to improve the respective Department.

Researches various legislative initiatives that are reviewed by the Director and the President's designee.

Participates and assists in the development of other confidential papers and reports as directed.

Assists in the development of legislative initiatives as needed and provides the Department response on pending legislation that may affect the County or respective Department.

Represent the Department before legislative tribunals as directed by the President or his/her designee.

Work in tandem or report to the President's Special Assistants for Intergovernmental Affairs.

Knowledge, Skills and abilities

Ability to converse knowledgeably and communicate effectively in writing on related matters, and address complex legal questions and issues.

Ability to work with others; excellent interpersonal skills in dealing with numerous individuals from various agencies as well as co-workers.

Ability to lead and cooperate on team projects.

Ability to analyze legislation and case law and accurately assess the potential impact of legislation upon the county and its fiscal budget.

Ability to read and analyze a large volume of bills and resolutions.

Minimum Qualifications

Possession of a high school diploma or GED certificate PLUS three (3) years of experience working for a governmental authority **OR** graduation from an accredited college or university with a Bachelor's degree.

Ability to utilize Microsoft Word, Excel and Power Point.

Preferred Qualifications

One or more years of work experience analyzing, drafting or researching legislation or working with or lobbying on behalf of or before a governmental agency.

Ability to read and analyze a large volume of bills and resolutions.

Knowledge of political processes in State and County government.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 0854
Job Title: Public Information Officer
Salary Grade: 20
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 1100003
Shakman Exempt

Characteristics of the Position

General Overview:

The Public Information Officer is responsible for the overall management and control of any contacts the Department or Bureau may have with the press or other media relative to explaining, reporting and promoting through the media points of information and programs regarding the Department and provides accurate and supportive press coverage of the efforts and accomplishments of the department and coordinating agencies thereof. Authorizes all quotes as approved by the President's public affairs team and Director in newsletters, resolutions, congratulatory letters, press releases, etc. Speaks on behalf of and for the Director, as necessary and approved by the President's Department of Public Affairs and Communications.

Key Responsibilities and Duties:

Represents the Director and his/her administration before the media and coordinating media access to the President.

Participates in or attends confidential discussions with the Director and executives and other staff to respond to media inquiries or address County programs.

Develops strategies for public dissemination of County information and programs regarding Department directives.

Compiles press clippings, organizes and manages the photo morgue and press release/speech morgue for records and easy reference.

Composes reports and papers to inform the Cook County Board President and Commissioners of Cook County regarding department programs.

Prepares press briefs for the Director as approved by the President's Public Affairs team; anticipates questions and assists the Director in preparing documentation and appropriate responses for the press and media.

Assists in the development of the overall communication program for the Department; developing goals and objectives.

Supervises and trains staff engaged in assisting in the aforementioned matters.

May serve as the Department's Freedom of Information Officer, consulting with the Department's Legal Counsel and President's Counsel as necessary in response to said inquiries.

Knowledge, Skills and Abilities:

Ability to provide concise but thorough communications to the Cook County Board President and Commissioners of Cook County regarding matters related to Department.

Ability to call, manage and attend all press briefings for the Director as approved by the President's Public Affairs Team or Director.

Ability to converse effectively and speak with authority on matters related to the department.

Thorough knowledge of public relations and proper rhetoric; knowledge of the press and media.

Thorough knowledge of Cook County government and the Office of the President.

Skill in speech writing; composing material for public release or presentation.

Good oral and writing skills; ability to formulate clear and concise language; excellent communication skills; bilingual in Spanish and English.

Skill in editing documents.

Ability to handle sensitive public relations matters.

Minimum Qualifications

Possession of a high school diploma or GED certificate PLUS three (3) years of experience in Communications or Public Relations **OR**, graduation from an accredited college or university with a bachelor's degree.

Ability to utilize Microsoft Word, Excel and Power Point.

Preferred Qualifications

Graduation from an accredited college, university, or School of Broadcasting with a degree in Communications, Public Relations, or Journalism.

Professional work experience in media and/or public relations fields.

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COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 1133
Job Title: Chief Information Officer
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500081
Shakman Exempt

Characteristics of the Position

General Overview

The Chief Information Officer (CIO) provides leadership and management for all information technology services and operations. The CIO is charged with the implementation of board policy and county procedures as they apply to technology. He/she is expected to participate in the formation of county policies and procedures by making appropriate recommendations for improvements and/or additions that enhance the efficiency and effectiveness of the county information technology services and operations to support the mission of Cook County Government.

The CIO provides leadership for all technology and related services that support administrative processes, community service, and communications. The CIO works collaboratively with constituent groups in setting priorities for the deployment of information technology to carry out the instructional and administrative goals and objectives of the Cook County Government. This responsibility includes the identification, implementation, and evaluation of systems and services that cross information business unit and organizational boundaries. The CIO also represents the Cook County Government in state, regional, and vendor information forums; keeps

abreast of information technology developments and their appropriate applications within the county; and plans and implements information technology infrastructure upgrades.

Key Responsibilities and Duties

Provide leadership in the selection, design, implementations, integration, and ongoing support for all information systems throughout the county.

Provide leadership and planning to enhance and support data, voice, and network infrastructures and services.

Provide leadership to enhance access to, and security for, all networked resources and information systems.

Provide leadership and support for the development of technology to support instructional needs, including media, libraries, and distance education.

Provide leadership for the development and maintenance of county-wide technology standards, policies and service agreements.

Develop and maintain a strategic technology plan and associated tactical technology plans.

Develop internal IT policies and procedures designed to improve work procedures and service quality.

Review IT staff skills and develop appropriate training plans.

Develop and monitor county technology budgets and project budgets.

Provide leadership for competitive technology procurements, vendor negotiations, and vendor partnerships.

Communicate frequently and thoroughly to the county officials about technology projects and issues.

Collaborate with colleagues from other government and private-sector institutions to achieve mutual benefits.

Keep abreast of, and apply to the county, federal and state laws and policies that affect the management or use of technology or information.

Ensure that the implementation of technology will occur in an integrated manner designed for the benefit of administrative purposes.

Coordinate, and provide support for, the activities of the information technology committee of the Cook County Board of Commissioners.

Prepare state reports on county technology and distance learning programs and grants. Represent the county president at state and national meetings dealing with technology issues.

Serve on state, regional and national technology committees and forums.

Provide regular status reports to the Cook County Board of Commissioners, Elected Officials and Department heads regarding projects, policies and operations.

Research and disseminate information to the county agencies on technology and best practices in the use and management of technology.

Knowledge, Skills and Abilities

Project management and organizational skills

- Ability to manage and plan for large-scale technology change in a dynamic environment.
- Ability to plan and monitor major projects with broad institutional impact.
- Experience in major software and hardware systems procurement and implementation.
- Ability to develop and manage departmental budgets.
- Knowledge of and ability to draw from other disciplines (business, group dynamics, organization behavior, etc.) to facilitate change and to support the work of information and instructional technology service.

Communication Skills

- Ability to communicate clearly, both orally and in writing.
- Ability to address technical issues in both technical and non-technical terms.
- Ability to develop and make presentations to a diverse audience.

Technical Abilities

- Knowledge of current IT applications, methods, and standards.
- General knowledge of methods of modern information system design.

- Knowledge of state-of-the-art computer hardware and software.
- Knowledge of state-of-the-art data, voice and video communication network systems.
- Demonstrated ability to identify trends and exercise mature judgment about the role of information services in higher education.

Management and Social Skills

- Ability to establish effective working relationships at all levels of Cook County Government.
- Ability to inspire strong performance among colleagues and subordinates.
- Ability to lead staff and promote a strong service orientation.
- Commitment to diversity in the workplace and an ability to work effectively with people from a variety of backgrounds, ages, genders, and personalities.
- Commitment to creating and working in a collaborative and team-building environment.

Minimum Qualifications

Bachelor's Degree in Computer Science, Information Technology or Engineering PLUS a minimum of three years' experience **OR** equivalent combination of professional work experience, training and education.

Preferred Qualifications

Five (5) years' experience in Computer Science, Information Technology or Engineering.

Executive management "C" level experience such as Chief Executive Officer, Chief Information Officer, and Chief Technology Officer.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5208
Job Title: Deputy Chief Information Officer
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500529
Shakman Exempt

Characteristics of the Position

General Overview

The Deputy Chief Information Officer is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. The Deputy Chief Information Officer may assist in the management of the day to day activities of a major division, or equivalent, in the Bureau of Technology. The Deputy works through section directors to plan, organize and administer all activities of the division as well as develop and implement policies and procedures. The Deputy serves in a confidential advisory role and reports to the Chief Information Officer.

Key Responsibilities and Duties

Coordinates with department management, staff and supervisory personnel to accomplish legislative goals and objectives;

Establishes long and short term legislative goals and set priorities for the division;

Reviews employee knowledge and skill needs, and establishes or coordinates plans for training;

Responds to and resolves legislative complaints dealing with service delivery;

Researches industry practices that reflect the most effective application of information processing technology and resources;

Assists in the establishment and implementation of policy changes to unify technology across departments and mold performance management.

Writes reports from analysis of research or investigation;

Consults with and advises user department management on service requests and problems;

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues.

Knowledge, Skills and Abilities

Knowledge of:

- Computer systems planning and feasibility research methods.
- Project organization, management and control.
- Supervision, personnel administration, legislative matters 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 non-technical issues.
- Analyze and evaluate feasibility and suitability of division projects.
- Produce technical and non-technical written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other County elected officials, department heads and employees.
- Exercise a broad range of supervisory responsibility over others.

Minimum Qualifications

Bachelor's Degree in Computer Science, Information Technology or Engineering PLUS a minimum of three (3) years' experience **OR** equivalent combination of professional work experience, training and education.

Preferred Qualifications

Executive management “C” level experience such as a Deputy Chief Information Officer or Deputy Chief Technology Officer.

Five (5) or more years in a senior level technology related position.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5208
Job Title: Deputy Chief Information Officer
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 110001
Shakman Exempt

Characteristics of the Position

General Overview

The Deputy Chief Information Officer is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. The Deputy Chief Information Officer may assist in the management of the day to day activities of a major division, or equivalent, in the Bureau of Technology. The Deputy works through section directors to plan, organize and administer all activities of the division as well as develop and implement policies and procedures. The Deputy serves in a confidential advisory role and reports to the Chief Information Officer.

Key Responsibilities and Duties

Coordinates with department management, staff and supervisory personnel to accomplish legislative goals and objectives;

Establishes long and short term legislative goals and set priorities for the division;

Reviews employee knowledge and skill needs, and establishes or coordinates plans for training;

Responds to and resolves legislative complaints dealing with service delivery;

Researches industry practices that reflect the most effective application of information processing technology and resources;

Assists in the establishment and implementation of policy changes to unify technology across departments and mold performance management.

Writes reports from analysis of research or investigation;

Consults with and advises user department management on service requests and problems;

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues.

Knowledge, Skills and Abilities

Knowledge of:

- Computer systems planning and feasibility research methods.
- Project organization, management and control.
- Supervision, personnel administration, legislative matters 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 non-technical issues.
- Analyze and evaluate feasibility and suitability of division projects.
- Produce technical and non-technical written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other County elected officials, department heads and employees.
- Exercise a broad range of supervisory responsibility over others.

Minimum Qualifications

Bachelor's Degree in Computer Science, Information Technology or Engineering PLUS a minimum of three (3) years' experience **OR** equivalent combination of professional work experience, training and education.

Preferred Qualifications

Executive management “C” level experience such as a Deputy Chief Information Officer or Deputy Chief Technology Officer.

Five (5) or more years in a senior level technology related position.

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COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5531
Job Title: Special Assistant for Legal Affairs
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 1000974
Shakman Exempt

Characteristics of the Position

General Overview

Acts as legal advisor and counsel to the bureau chief or director in all matters related to the statutory authority and execution of powers of that department, bureau or departments within bureau; also functions as direct legal aide to the director or bureau chief as required. Provides assistance in interpreting the legal ramifications of proposals, policy directives and other actions planned or undertaken by department, bureau or County Board. May serve in the capacity of Freedom of Information Officer or advise on matters related to the Freedom of Information Act. Works with the President's Counsel and State's Attorneys Office as necessary in order to evaluate litigation, respond to document requests, prepare for matters related to administrative review and address opinions related to federal, state or local legislation. Consults with the President's Counsel including in matters related to and the Office of the Cook County State's attorney as required.

Key Responsibilities and Duties

Provides legal advice to the director or bureau chief in a variety of matters pertaining to the department's functions, duties, powers and responsibilities set forth and defined by the County ordinance, state or federal law.

Helps formulate and define legitimate and appropriate positions to be taken by the director. Conducts legal research and advises as necessary.

Acts in tandem, where necessary, with legal advisors in the States' Attorneys' Office and the President's Office to coordinate efforts with legislative or civil proceedings where necessary, including on legal issues regarding the interpretation and enforcement of County Ordinances and policies.

Reads, analyzes and answers correspondence pertaining to a variety of legal questions of immediate concern to the department.

May assist the other members of the staff in revising ordinances, legislative proposals, directives, correspondence, and/or policies for use in intergovernmental relations and public statements etc. Conducts legal research as needed.

Handles special projects of specific purposes and confidential nature as required.

Advises director in the drafting of department procedural rules and policies pertaining to the interpretation and enforcement of department applicable ordinances, as well as general Department policy and procedure.

Assists the director in drafting ordinances, agreements, contracts, policies, procedures and other relevant documentation.

May provide advice to the Public Information Officer on questions related to the Freedom of Information Act or serve as the Freedom of Information Officer.

Reports matters of legal relevance to the President's Counsel and accepts assignments from the director and President's Counsel as necessary.

Knowledge, Skills and Abilities

Thorough and extensive knowledge of the law as it pertains to local and municipal government in Illinois, particularly with respect to Cook County government and the Chicago Metropolitan area including unincorporated areas of Cook County.

Skills in researching, interpreting and arguing law as it pertains to the responsibility and authority of the department; likewise, skilled in the legal analysis and interpretation of the rules, regulations, laws, ordinances and resolutions of the Cook County Board.

Transactional legal experience.

Ability to coordinate any of the above in connection with the State's Attorney and/or other designated counsel.

Minimum Qualifications

Graduation from an accredited School of Law with a Juris Doctorate.

Licensed to practice law in the State of Illinois.

Three (3) years or greater professional work experience as an attorney dealing with matters of civil law and government.

Preferred Qualifications

Five (5) years or greater professional work experience as an attorney dealing with matters of civil law and government.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5557
Job Title: Director (Office Technology – Server Desktop)
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500542
Shakman Exempt

Characteristics of the Position

General Overview

The Director of Office Technology is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. The Director of Office Technology is responsible for managing and supervising operations of the desktop and laptop personal computing, servers and midrange systems. The areas of responsibility include the overall coordination, control and maintenance of application and data servers, midrange servers, personal computers, and help desk support center within Cook County to insure compatibility and integration with enterprise strategies. The Director of Office Technology serves in a confidential advisory role and reports to the Chief Technology Officer.

Key Responsibilities and Duties

Recognizes and identifies potential areas where existing division policies and procedures require change, or where new ones need to be developed, especially regarding future use of technology

Develops and implements policy as it relates to the use of technology by County employees

Directs, motivates, delegates and empowers staff in the successful performance of their tasks and responsibilities while encouraging innovation

Hires, trains, counsels, supervises and appraises subordinates to insure an efficient and effective operation

Prepares and administers performance evaluations

Strives to ensure the efficient and trouble free operation of the server environments

Develops, recommends and implements, policies, operational techniques and methodologies which ensure full use of machines and personnel.

Prepares project plans and makes scheduling decision for system upgrades.

Provides technical leadership to IS and the enterprise including being conversant with the future direction of current systems, how that direction will impact the enterprise, and how future and current systems can be exploited to the benefit of the County.

Coordinates use of the server environments within the enterprise to develop plans and activities including the facilitation of specific projects that involve the computing environment, the management of software upgrades, communications and the installation of new products.

Directs the evaluation, selection and installation of hardware and software productivity and automation tools. Coordinate all network monitoring activities for the servers.

Communicate relevant network control activities with IS management and non-IS management who are affected by the performance of the servers.

Ensure division inventory and documentation regarding systems are maintained. Ensure division software compliance is adhered to for all servers supported by the division.

Ensure that backup and recovery plans exist for the system supported by the department. Maintains division software and hardware registration and inventory to provide upgrades as necessary and ensure appropriate security levels are maintained.

Interface with external vendors with regard to planning and implementation of new technology.

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues

Knowledge, Skills and Abilities

Must have extensive business knowledge of the governmental IT environment and market, and be extremely current in key relevant trends and thrusts.

Actively participate in the design and articulation of proposed technical solutions.

Advise and consult to senior level management on specific technical challenges or strategic technology decisions.

Participate in executive-level decision making working groups regarding technology investment approaches.

Assess viability of various opportunities in light of internal technical capabilities and solutions.

Ability to communicate effectively at all levels of the organization to both business and technology stakeholders

Project management skills.

Strong oral and written communications skills.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree PLUS a minimum of three (3) years of systems management and personal computer experience in a managerial capacity **OR**, an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Master's degree with a concentration in computer science, information technology or business administration.

Five (5) years of systems management and personal computer experience.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5589
Job Title: Director Application Management and Development
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500127
Shakman Exempt

Characteristics of the Position

General Overview

The Director of Application Development and Management is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. Directs the production, scheduling and computer operations of all activities associated with computer data processing for all agencies and departments within Cook County government. Plans, organizes, and coordinates the overall functions of the Application Management and Development (AMD) including systems analysis and programming operations. Is responsible for the overall maintenance and reliability of all systems in the data processing area including network reliability, assuring on-time production (batch) processing, meeting response time (on-line) service levels, establishing and enforcing standards for controlling work flow and the integrity of data through the production process, and ensuring the quality of production work and the security of material, equipment, files and personnel within the division. The Director serves in a confidential advisory role and reports to the Chief Information Officer.

Key Responsibilities and Duties

Directly manages the managers of Systems Development, Policy and Programming in the scheduling of assignments of tasks to department staff.

Oversees and the performance management operation and initiatives.

Creates and ensures the enforcement of departmental policies with regard to maintenance of equipment, production standards and individual responsibilities of department personnel.

Safeguards confidential files pertaining to the agencies and departments of Cook County government.

Authorizes all automated development projects to ensure that reasonable solutions to work requests can be accomplished in a timely manner.

Reviews project work plans and prioritizes them for completion.

Evaluates new hardware and software technology, recommending purchase of upgrades and enhancements to existing systems.

Prepares budgets and related financial documents for ADM.

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues.

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.
- Excellent verbal and written communication skills with demonstrated management and supervisory abilities.
- 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 AMD organization and ensure the competent completion of all assigned tasks.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's Degree PLUS eight (8) years data processing experience with at least five (5) years in production scheduling and computer operations supervision and management; **OR**, an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Masters' Degree in Computer Science or Information Technology or related field with information systems focus (i.e. Business Administration, Engineering).

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.

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5590
Job Title: Deputy Director Application Management and Development
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No. 009
Position I.D. 9500167
Shakman Exempt

Characteristics of the Position

General Overview

The Deputy Director of Application Development and Management is an executive management position with direct participation and preparation of policy, strategic planning and operation direction and consults and assist the Director in all activities associated with computer data processing for all agencies and departments within Cook County government. The Deputy works through section directors to plan, organize and administer all activities of the division. The Deputy serves in a confidential advisory role to the Chief Information Officer and Director. The Deputy would be the authorized representative in the absence of the Director.

Key Responsibilities and Duties

Assists in the coordination of Systems Development, Policy and Programming in the scheduling of assignments of tasks to department staff.

Reviews project work plans and prioritizes them for completion.

Assists in the evaluation of new hardware and software technology, recommending purchase of upgrades and enhancements to existing systems.

Prepares budgets and related financial documents.

Establishes long and short terms goals and priorities for the division.
Reviews employee performance and coordinates plans for training.

Responds to and resolves complaints dealing with division personnel or service delivery.

Researches industry practices and recommends effective applications of information processing technology and resources.

Writes reports from analysis of research or investigation.

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues.

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.

Excellent verbal and written communication skills with demonstrated management and supervisory abilities.

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 AMD organization and ensure the competent completion of all assigned tasks.

Minimum Qualifications

Bachelor's Degree and five (5) years data processing experience PLUS a minimum of two (2) years in computer operations supervision and management **OR** equivalent combination of professional work experience, training and education.

Preferred Qualifications

Masters' Degree in Computer Science or Information Technology or related field with information systems focus (i.e. Business Administration, Engineering).

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.

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.

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COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 5593
Job Title: Director (Telecommunications)
Salary Grade: 24
Bureau: Technology
Department: Enterprise Technology
Dept. Budget No.: 009
Position I.D.: 9500268
Shakman Exempt

Characteristics of the Position

General Overview

The Director of Telecommunications is an executive management position with direct participation and preparation of policy, strategic planning and operation direction. Responsible for strategic planning, technical compatibility, forecasting, engineering, operation and maintenance of telecommunications-related software and hardware, and the overall management of the County's telecommunications resources. Oversees the overall day-to-day operation and activities of the Telecommunications Department. Has primary responsibility for managing telecommunications services including; the assignment and billing for all wireless devices, the installation, maintenance, management, and billing of all switching systems, devices and equipment including associated voice and data circuits. Manages technical and administrative personnel to resolve telecommunications problems of new or existing systems. Supervises personnel and various vendors in the design and implementation of communication networks and systems. Manages personnel in the assessment and optimization of network design through review and analysis of user needs. The Director of Telecommunication Operations serves in a confidential advisory role and reports to the Chief Technology Officer.

Key Responsibilities and Duties

Prepare the annual Budget for the Department of Telecommunications Operations.

Develops and implements policies as it relates to the operation of County telecommunications, including the analysis of the County's needs as telecommunications changes.

Develops policies related to the County use of telecommunication devices and monitors usage.

Plan and oversee installation of the voice/data networks and equipment for all County facilities and affiliations. Supervise consultants, vendors, contractors, and various departments to insure that new installations run smoothly and adhere to Cook County specifications. Inspect jobs to insure compliance with safety and building codes and to insure that the quality and materials meet County standards.

Insure that the foremen have the material and support to prioritize and complete their various installation and the repair jobs in a timely fashion.

Determine necessary training to keep the telecommunications department current with technology.

Supervise the monitoring of the network performance to insure reliability and minimum interruptions in service. Prescribe changes in network configurations to improve levels of service and reliability and maximize the efficiency of the network through least cost routing.

Propose purchases of new communications software, hardware and related upgrades.

Evaluate, and supervise the installation of telecommunication equipment, premise distribution systems, and related telecommunication services.

Engineer and coordinate implementation of network ties and routing patterns for the most efficient use of the County network when adding new locations.

Works with confidential and sensitive documents related to County-wide usage of computerized systems, security matters related to access and maintenance of data on the County computer systems, and personnel issues.

Knowledge, Skills and Abilities

Thorough knowledge and working experience of current and developing communications hardware and software systems.

Demonstrated skill in telecommunication network design, traffic engineering, and network routing.

Proven technical and managerial skills to monitor and control communications system performance.

Experience sufficient to identify and solve technical operating problems as they occur.

Ability to interpret blueprints, circuit descriptions, electrical diagrams and local electrical codes. Knowledge of city, state and local building codes as they relate to electrical construction.

Possess a sound knowledge and working experience with data LAN and WAN systems which include Ethernet and Sonet networks.

This position may require moderate to extensive travel throughout Cook County.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to 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.

Project management skills.

Strong oral and written communications skills.

Minimum Qualifications

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

Preferred Qualifications

Master's degree.

Five (5) years of experience in telecommunication systems.

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.