

**The City of Buffalo is seeking a well-qualified candidate to fill the position of Chief Information Officer. Following is a list of duties and job requirements:**

- Salary is set at: \$106,090.00/annualized
- Plus a comprehensive benefits package.
- Residency is required within the City of Buffalo city limits. Candidates currently residing outside the City of Buffalo, NY limits may be considered, however, proof of City of Buffalo residency is required within 90 days of appointment.
- No relocation is provided for this position.

**Qualified candidates should forward their resume to: [pfolts@city-buffalo.com](mailto:pfolts@city-buffalo.com)**

**Summary:**

The Chief Information Officer of management information systems shall provide technology vision and leadership for developing and implementing information technology (IT) initiatives that improve cost effectiveness, governmental service quality, and business development. The Chief Information Officer shall provide leadership in planning and implementing enterprise information systems to support government operations and achieve more cost beneficial enterprise-wide IT operations. The Chief Information Officer provides strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the City of Buffalo. This position is designed to ensure the continuous delivery and operation of integrated administrative and governmental information systems. The Chief Information Officer is responsible for the management of multiple information and communications systems and projects, including administrative transactions, voice, data, imaging, and office automation.

The Chief Information Officer is responsible for coordination, facilitation, and consultation with City of Buffalo staff on information systems, communications, and management systems initiatives. The Chief Information Officer shall ensure that the City is current with the information systems standards set by the State of New York, and other governmental and regulatory entities, as appropriate.

The Chief Information Officer serves and participates proactively with other members of the City's senior management team in developing and executing strategic plans to optimize the use of information technology in support of City government objectives. The Chief Information Officer also participates in policy and decision-making at the senior management level regarding resource allocation and future direction and control of proposed information systems.

**Detail:**

**The Chief Information Officer shall be responsible for the following:**

- (a) All data processing functions and operations of the city;
- (b) Designing, planning, organizing and directing the development, implementation and evaluation of a computerized management information system, including database and programmatic functions;
- (c) Overseeing hard and soft application of all systems software;
- (d) Supervising maintenance of the management information system;
- (e) Evaluating computer hardware and software acquisition;
- (f) Working with consultants and vendors on equipment problems;
- (g) Developing and evaluating standards of performance for the management information system and operating policies;
- (h) Training, assigning and coordinating the work of management information personnel;
- (i) Ensuring prompt feedback to users of computer services in the city;

- (j) Conferring with the comptroller, commissioners, directors and other city officers and personnel regarding computer applications, information needs, service requirements, operational problems, strategic planning, and changes in operating procedures;
- (k) Identifying means of improving the efficiency and effectiveness of the management information system; and
- (l) Such other powers and duties as shall be granted to the Chief Information Officer.
- (m) The Chief Information Officer will participate in the strategic planning process of the City, and develop, coordinate and maintain IT systems strategic and operational plans in support of the City's overall mission and business strategy.
- (n) The Chief Information Officer will provide strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the City of Buffalo, and will ensure the continuous delivery and operation of integrated administrative and governmental information systems.
- (o) The Chief Information Officer is responsible for the management of multiple information and communications systems and projects, including administrative transactions, voice, data, imaging, and office automation. The Chief Information Officer shall also be responsible for the coordination, facilitation, and consultation with City of Buffalo staff on information systems, communications, and management systems initiatives, and will ensure that the City is current with the information systems standards set forth by the State of New York and other governmental and regulatory entities as appropriate.
- (p) Establishes IT service level agreements with user organizations, and monitors IT systems performance to assure service levels are being met.
- (q) Develop policy and procedures and ensure the protection of City IT assets, and the security and privacy of information entrusted to or maintained by the City.
- (r) Prepare the annual operating and capital budgets for City IT systems operations consistent with City priorities and established financial guidelines.

**The Chief Information Officer of Management Information Systems shall have additional responsibilities including but not limited to:**

**1. Planning:**

- a. Participates as an integral and active member in the strategic planning process of the City's enterprise.
- b. Develops, coordinates, guides and maintains IT systems strategic and operational plans in support of the City's overall mission and business strategy. These plans define a vision for meeting current and future information and technology needs for the City, while ensuring alignment and integration of IT with the overall vision, mission, and values of the enterprise.
- c. Develops and maintains an enterprise systems architecture, defining standards and protocols for data exchange, communications, software, hardware and interconnection of City information systems.

**2. Leadership:**

- a. Provides advice on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in strategic and operational systems.
- b. Facilitates negotiations for all IT acquisition contracts, soliciting involvement and participation of other management team members as appropriate.
- c. Provides responsive advice, counsel, education and service to the City concerning IT issues and trends in the IT industry.
- d. Communicates IT plans, policies and technology trends throughout the organization, including management groups and professional staff.
- e. Determines pertinent information required by management in making effective decisions. Ensures that the gathering, processing, distribution and use of this information occurs in a timely, accurate and cost effective manner through on-going review and education programs at executive, management and business levels.
- f. Promotes and oversees relationships between the City's IT resources and external entities (e.g., government, vendors, and other civic organizations).

**3. Management and Oversight:**

- a. Approves, coordinates, and controls all projects related to selection, acquisition, development, and installation of information systems for the City

- b. Develops and maintains an appropriate organizational structure to support the information needs of operating entities through appropriate and cost-effective information technology.
- c. Develops and maintains IT policies and standards relating to the acquisition, implementation, and operation of information technology and communication systems.
- d. Establishes IT service level agreements with user organizations and monitors IT systems performance to assure service levels are being met.
- e. Researches and evaluates alternatives for the enhancement or re-engineering of IT.
- f. Develops, coordinates and manages the incorporation of enhancements to and re-engineering of the City's systems, in keeping with the needs and objectives of the enterprise.
- g. Provides quality service to end users in needs analysis, solution recommendation, vendor selection, implementation, training, and post-installation support.
- h. Ensures that enterprise information systems operate according to internal standards, external accrediting agency standards, and legal requirements.
- i. Develops and enforces policy and procedures to ensure the protection of City IT assets and the integrity, security and privacy of information entrusted to or maintained by the City.
- j. Develops and maintains an enterprise-wide recovery plan to ensure timely and effective restoration of IT services in the event of a disaster.

#### **4. Departmental Budgetary Management:**

- a. Develops and maintains the annual operating and capital budgets for City information and technology systems operations consistent with City priorities and established financial guidelines.
- b. Responsible for monitoring IT activities and costs as related to the overall utilization of resources required to meet operational requirements.
- c. Develops and maintains organizational policies and standards aimed at minimizing costs related to the acquisition, implementation and operation of IT systems.
- d. Maintains contact with IT suppliers and maintains knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels. Evaluates alternatives, performs appropriate cost benefit analysis, and recommends solutions that minimize costs commensurate with acceptable risks.
- e. Reviews City-wide hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate.
- f. Develops, when possible and appropriate, City-wide master purchase or lease agreements for hardware, software, maintenance and telecommunication services.

#### **Qualifications:**

**The Chief Information Officer shall have the following qualifications:**

##### **A. Education.**

The Chief Information Officer of Management Information Systems shall possess a Bachelor's degree in Computer Science, Management Information Systems, Business Administration or a related field, a master's degree in Computer Science, Management Information Systems, Civic or Business Administration, or related field, or other evidence of substantial business knowledge or satisfactory equivalent combination of the foregoing as deemed appropriate by the appointing officers acting jointly and by a majority thereof.

##### **B. Required Experience.**

The Chief Information Officer of Management Information Systems shall possess at least 10 years of progressive experience in managing functions and departments dealing with information handling, work flow and systems. Three or more years of direct management of a major IT organization is preferred. Two or more years of experience in a civic or governmental setting also are desirable,

preferably in IT planning to support strategic business goals.

Experience should also include substantial exposure to both in-house and shared or outsourced systems, multiple hardware platforms, and integrated information and communications systems. Specific experience with governmental administration management information systems is desirable.

### **C. Required Knowledge, Skills, and Abilities.**

The Chief Information Officer shall possess a comprehensive knowledge of:

1. Business principles and techniques of administration, organization, and management to include an in-depth understanding of the key business issues that exist in civic government. These include, but are not limited to, knowledge of strategic and operational planning, governmental economics, personnel administration, federal, state and local laws, marketing, financial and cost analysis, trends in New York State municipalities, and municipal administrative theory and practice.
2. Data processing methods and procedures, and computer software systems.
3. Equipment and software characteristics of various computer systems and a general understanding of system features and their integration capabilities.
4. Project management practices appropriate to an information technology environment.
5. Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management.
6. Information security practices and standards appropriate for a municipal government and practices related to disaster recovery and business continuity.
7. Business process analysis and redesign.

The Chief Information Officer of Management Information Systems shall have proven skills in written and verbal communication; negotiating with vendors, contractors, and others; budget preparation and monitoring; planning and organizing; management and leadership; interpersonal relationship building; demonstrated ability to: relate to all levels of the user community, plan, implement and support systems in a complex municipal government environment, set and manage priorities, comprehend complex, technical subjects, translate technical language to lay audiences, link and apply complex technologies to business strategies, and create and motivate behavior change.