



Office of Human Resources  
IT Executive - CI2790  
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### General Statement of Duties

Directs multiple information technology (IT) operations within a division or department that include establishing a multi-year vision and strategic plan, optimizing resource allocations, and ensuring the organization accomplishes annual goals and strategic initiatives.

### Distinguishing Characteristics

There are five classifications in the IT management series: IT Manager, Senior IT Manager, IT Director, IT Director Senior, and IT Executive. The IT Executive is distinguished from the IT Manager, which supervises information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology work group. The IT Manager also provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions.

The IT Executive is distinguished from the IT Manager Senior which manages an information technology (IT) operation that includes implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

The IT Executive is distinguished from the IT Director, which directs one or more information technology (IT) operations that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards. The IT Director is a mid-level management classification.

The IT Executive is distinguished from the IT Director Senior which directs an information technology (IT) operations division that has two or more distinguishably different functional areas that include developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards, annual goals and strategic initiatives.

### Essential Duties

Establishes the long term vision and strategic plan for the organization in conjunction with the appointing authority and other management staff while integrating the perspectives of policy makers and elected officials into plans.

Manages the development and implementation of the organization's goals, objectives, policies, and priorities that enables employees and the organization to be successful now and in the future.

Creates overall organizational design and optimizes resource allocations based on the long term vision of the organization and available financial resources.

Provides leadership and direction to directors, managers, and staff members to ensure the continued development and management of an efficient organization. Establishes effective decision making processes that achieve goals and objectives.

Provides technical expertise to the organization in the development and implementation of strategic and operational technology initiatives.

Represents the division/department in meetings with elected/appointed officials and other city entities. Manages strategic relationships with key IT product and service providers.

Serves as the IT representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Resolves complex issues with multiple internal and external stakeholders which add value to the overall management of the organization.

Oversees the development and implementation of technology strategy, architecture, and service delivery standards for the organization. Creates and promotes a positive, inclusive work environment that supports consistency throughout the organization's strategic and operational methods.

Ensures technology metrics, performance indicators, and service level requirements are met for the entire organization. Ensures divisions/department accomplish annual work plans, strategic initiatives, and performance standards. Implements IT continuous improvement programs within enterprise guidelines.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Oversees the financial status of the organization including developing long and short range financial plans. Monitors the budget to ensure sound financial controls are in place. Sets financial priorities to ensure the organization is operating in a manner that supports the city's financial goals.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

**Knowledge & Skills**

None

**Level of Supervision Exercised**

Directs multiple work groups within a division, or multiple divisions of a department, by supervising directors, managers, and IT professional/technical staff.

**Education Requirement**

Bachelor's Degree in Computer Science, Mathematics, Business, or a related field.

**Experience Requirement**

Five (5) years of leadership experience, which must have included director-level management responsibilities.

One (1) year of management experience must include budget and fiscal oversight responsibility, evaluation of business processes, and policy and decision making experience with planning and organizing multiple programs, projects, operations or functions.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

**Working Environment**

Handles absentee replacement on short notice.  
Occasional pressure due to multiple calls and inquiries.  
Pressure due to multiple calls and inquiries.  
Subject to long, irregular hours.  
Subject to many interruptions.  
Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: Ability to move quickly and easily.  
Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Color vision: Ability to distinguish and identify different colors.  
Crawling: Moving about in a low or crouched position.  
Crouching: Positioning body downward and forward.  
Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
 Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
 Field of Vision: Ability to sharply detect or perceive objects peripherally.  
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
 Fingering: Picking and pinching, through use of fingers or otherwise.  
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
 Hearing: Perceiving and comprehending the nature and direction of sounds.  
 Kneeling: Assuming a lowered position.  
 Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
 Neck Flexion: Perceiving objects located above or below.  
 Oral Comprehension: Ability to discern the meaning of oral speech.  
 Pulling: Exerting force upon an object so that it is moving to the person.  
 Pushing: Exerting force upon an object so that it moves away from the person.  
 Reaching: Extending the hands and arms or other device in any direction.  
 Repetitive motions: Making frequent or continuous movements.  
 Sitting: Remaining in a stationary position.  
 Standing: Remaining in a stationary position.  
 Stooping: Positioning oneself low to the ground.  
 Talking: Communicating ideas or exchanging information.  
 Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.  
 Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
 Vision: Ability to perceive animal behavior, comprehend signs, and detect color.  
 Walking: Ability to move or traverse from one location to another.  
 Written Comprehension: Ability to discern the meaning of written words.

### Background Check Requirement

Criminal Check  
 Education Check  
 Employment Verification  
 By position, Motor Vehicle Record  
 By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: EX-21**  
**FLSA Code: Y**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date: 7/1/2024**  
**Revised By: CW**  
**Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/30/2023 – Revised licensure & certification and background checks; 7/1/24 – Revised Experience Requirement.**